Programs Branch User Report

EVALUATION - THE VICTIM/CRISIS UNIT IN CALGARY

NO. 1984-67

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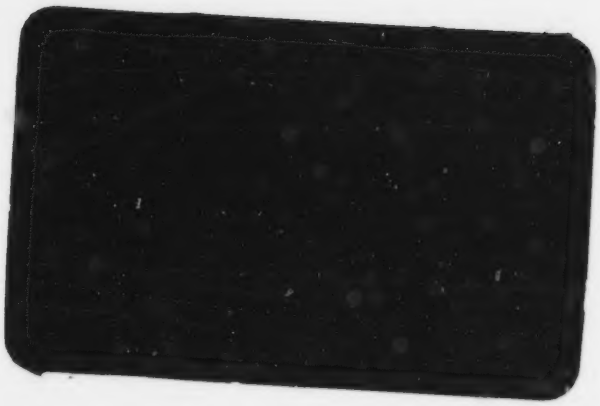

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CHAPTER 1

INTRODUCTION

The past 10 years has brought increased awareness of the needs of crime victims across Canada. This awareness has resulted in several program initiatives on the part of police departments, and service and community-based organizations. The Calgary Police Service's Victim/Crisis Unit (V/CU) is among these program initiatives. The recent development of this crime victim service program provides an opportunity to examine its experiences and achievements in serving Calgary's crime victims.

Presently in Canada, there is limited documentation available concerning the client-related service activities offered by programs, and achievements of longer-term goals for the improvement of the lot of crime victims. Further, little information is available on their impact on the police community and other areas of the criminal justice system.

The information to be gained from such an examination can be useful not only to determine the level of implementation of services, and the appropriateness and acceptability to crime victims but also it provides information for others who may be considering the establishment of similar programs.

STUDY OBJECTIVES

The purpose of this study is to assess the Victim/Crisis Unit (V/CU) in respect to the program's achievement of service delivery goals, its impact on and acceptance by crime victims, and its impact on and acceptance by the police community in Calgary

RESEARCH PROBLEM	SOURCE OF INFORMATION AND METHOD OF ANALYSIS
To determine whether the program is meeting its delivery goals, (or) is the program doing what it is intended to do.	Analysis of documents that outline services goals, supported by interviews with program staff; analysis of service activity records to examine whether activities match goals.
Program impact on and acceptance by crime victims.	Analysis of questionnaire data from clients served by the program and compared against a comparison group of crime victims not served.

Program impact on and acceptance by the police community in Calgary.	Analysis of police officer questionnaire.

ORGANIZATION OF THE REPORT

To address these areas of interest, this report includes the following components:

1. A description of program organization and activities - Chapter 2.

2. Victims' responses to services - Chapter 3.

3. Police officer response to the service - Chapter 4.

4. Some conclusions about the success of the program, based on the above data - Chapter 5.

1. Program Organization and Activities

The V/CU program, its goals, organizational composition, staffing and activities will be described. Data derived from analysis of program documents and records, and from interviews with program staff will be used to describe actual program activities. Since program inception, at least 2 documents have been developed which describe the program, its goals, organizational composition and activities. They are Victim Services in Calgary: The Program, the Research, (August, 1983) and A Definition of Goals and Activities (Progress Report, April 1982). These 2 documents along with staff interviews form the primary sources of information against which to compare actual program activities.

A detailed analysis was made of the program's main service activity record - the Service Report (see Appendix A). These Reports, which contain pertinent information about clients served and services delivered, were examined for a one-year period (November 1, 1982 to October 31, 1983). They are the primary source of information on whether the program is delivering its service-related goals, that is, whether the program activities are in line with program goals. Within this analysis, attention was focused on certain sub-samples of the population (e.g., the elderly, and victims of certain types of offenses) to determine whether different types of services were systematically associated with these various sub-groups.

Since V/CU relies mainly on the screening of police reports to identify potential clients, data collected from a week-long review of all police reports was examined to determine whether all appropriate reports were received by V/CU. This, in effect, measured the program's ability and success in accessing crime victims (reported crimes only). Analysis involved a comparison of the number and types of reports received by the Unit over a one-week period, with those recorded on computerized police files. Gaps in access to prospective clients were identified by this method. Further, the percentage of 'accessed' cases which were 'acted on' by the V/CU was established.

Further, since time constraints do not allow program staff to record incoming telephone calls if information is quickly dispensed (average number of calls = 70 daily), a week-long log of all such calls was kept to further supplement the information on program activities. This log was analysed to determine the source of these routine calls and the nature of the information request.

Finally, crisis workers' Monthly Activity Sheets were examined to determine the extent and nature of crime-related calls to which crisis workers were asked to respond. (Crisis workers' service activities are not included in the above-mentioned Service Reports, but are separately maintained.) Staff interviews are used to indicate the types of services normally provided in this activity. The 'crisis' component of the V/CU includes many crisis interventions unrelated to crime victim services. For example many calls include services for mentally unstable adults, and delinquent or lost children. This analysis only includes analysis of crisis intervention where the client is the victim of a

criminal incident.

These above sources of information provide a complete picture of the V/CU organization and the services it performs and provide evidence of whether program activities fit program goals.

2. Client (Victim) Response to Services

Of crucial importance to crime victim programs is the delivery of appropriate services to clients, and their satisfaction with the services they receive. To determine victim perceptions of and satisfaction with services, a sample of 272 crime victims was interviewed by telephone. The questionnaire (Appendix C) attempted to measure respondents' perceptions of the services they needed, their reporting of the services they received, and their satisfaction with these services. Attention was also paid to victim access to and impact on the services available through the Alberta Crimes Compensation Board (ACCB). This was based on victim reporting and the analysis of ACCB documents and interviews.

This sample of 272 was divided into 2 sub-samples - the Treatment group (n=182) and the Comparison group (n=90).

Treatment Group

The Treatment group was sampled from V/CU service records - Service Reports. They were drawn over a period of 14 months from September 1982 to October 1983 inclusive. Cases where the client refused or had no service needs, or where program staff only "discussed the incident" with the victim were eliminated from the sampling frame. Within this criteria, 20 - 22 cases were randomly selected each month.

Tables 1.1, 1.3, 1.4 and 1.5 illustrate the resultant sample composition according to completion rate, sex, age and offense category. Of the 283 cases sampled, 182 V/CU clients were able to be contacted, representing a 64% response rate. As can be seen, there are more females in the Treatment group and no respondents over 65 in the Comparison group. There were no important variations between groups when broken down according to offense type.

Comparison Group

The Comparison group sub-sample was drawn from a Police District (#2) where victims services had not been routinely available until February 1, 1983. Previous to that date, services were provided at the request of victims and

Table 1.1: Treatment group composition.

Total number sampled	283	100%
Total number unable to be contacted	101	36%
Total number interviewed	182	64%

Table 1.2: Comparison group composition (September 1982 to January 1983, inclusive).

Total number sampled	304		
Total number unable to be contacted	93		
Total number interviewed	211	•	100%
No service required (eliminated from sample)		(121)	57%
Service required (Comparison group)		(90)	43%

Table 1.3: Sample composition by sex.

SEX:	Treatment Group %	(n)	Comparison Group %	(n)	Total %	(n)
Male	42	(75)	55	(48)	46	(123)
Female	58	(105)	45	(39)	54	(144)
TOTAL	100	(180)	100	(87)	100	(267)

Missing cases = 5 * (Treatment Group = 2)
(Comparison Group = 3)

* Missing cases include cases where services were provided both male and female parties (e.g., husband and wife).

Table 1.4: Sample composition by age.

AGE:	Treatment Group %	(n)	Comparison Group %	(n)	TOTAL %	(n)
Under 16 years	17	(29)	14	(12)	16	(41)
16 - 24 years	16	(27)	44	(37)	25	(64)
25 - 39 years	27	(45)	33	(28)	29	(73)
40 - 64 years	17	(29)	9	(8)	15	(37)
65 years and over	23	(39)	-	-	15	(39)
TOTAL	100	(169)	100	(85)	100	(254)

Missing cases = 18 (Treatment Group = 13)
(Comparison Group = 5)

Table 1.5: Sample composition by offense.

OFFENSE:	Treatment Group		Comparison Group		Total	
	%	(n)	%	(n)	%	(n)
Homicides and Assaults	37	(67)	38	(34)	37	(101)
Sex offenses	16	(29)	26	(23)	19	(52)
Robbery	6	(11)	6	(5)	6	(16)
Housebreaking	27	(49)	22	(20)	25	(69)
Theft/Damage	5	(9)	8	(7)	6	(16)
Death, Other	9	(17)	1	(1)	7	(18)
TOTAL	100	(182)	100	(90)	100	(272)

Missing cases = 0

police officers, but program staff did not initiate or contact victims from this area using a pro-active approach.[1] Cases sampled from that district where victims had been provided services were withdrawn from the comparison sub-sample.[2]

This group was sampled over a 5-month period (September 1982 to January 1983) from computerized police records of occurrences in that district. All cases that would normally be contacted by staff were selected for a telephone interview. If respondents could not be reached or indicated that they experienced no needs as a result of the victimization, the case was withdrawn from the sample.

The sample thus represents crime victims in District 2 who express some crime victim service need. Over the time period, 304 cases were selected of which 90 resulted in completed questionnaires. Table 1.2 illustrates this. As can be seen, 57% of those interviewed indicated no service requirements and this is generally consistent with other available research data. Further elaboration of this sub-sample's composition according to sex, age and offense type is found in Tables 1.3, 1.4 and 1.5. As described above, these tables show some variation between the Treatment and Comparison groups especially with respect to the

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[1] During the period of this sampling for the comparison group, program monthly records show that between 85% and 95% of all cases from other Districts were 'program initiated'.

[2] The elimination of these cases, as they may represent important victim needs, is a limitation of this sample, however staff felt that from an ethical standpoint, victims should not be refused services in an attempt to maintain a stricter experimental control group.

absence of the elderly in the Comparison group and the larger proportion of men in that group. They are however very similar in terms of offense type.

3. Police Officer Response to Program

To determine V/CU's impact on and acceptance by officers of the Calgary Police Service, a questionnaire was administered to 100 members of the force (see Appendix D). The questionnaire covered 3 main areas. It included questions that tapped-

1. the extent of knowledge officers have about the program;

2. the extent of officer use of program services; and

3. officers' perceptions about the presumed benefits and drawbacks of the program.

The extent of officer knowledge about the program was measured by questions which addressed their exposure to program advertising, personal presentations, and videos. Other questions focussed on the extent to which they felt it was known and understood to themselves and other officers. Finally other questions inquired whether respondents had personally met program staff, and other

specific questions on program operation.

The extent of officer use of the program was measured first by their perceptions of the need by victims for the services provided by the unit. This was followed by questions which asked the times respondents had referred clients to V/CU. Also, as officers are expected to issue 'victim cards' to all crime victims, respondents were asked the percentage of times this was done.

Attitudes toward and perceptions of the program by officers were felt to be important as extent of use and referrals to the program may be influenced by these attitudes. The questionnaire included a Likert type question which asked officers to agree or disagree to statements which addressed both the benefits and drawbacks to them of such programs. These program features were identified by discussion with police officers and through literature review. Finally officer respondents were requested in an open-ended question to list the benefits and drawbacks they felt the V/CU program held for them.

Information from these respondents comprised the primary source of information about V/CU impact on and acceptance by the police community in Calgary.

Sampling techniques reflected a desire to include uniformed personnel who had some exposure to crime victims. This would include a considerable percentage of constables and detectives, and a smaller percentage of sergeants who work out of district offices supervising constables and providing service in cases of major

Table 1.6: Sample Composition of Police Officer Questionnaire

	%	(n)
District 1	16	(16)
District 2	18	(18)
District 3	20	(20)
District 4	10	(10)
District 6	11	(11)
Other*	25	(25)
TOTAL	100	(100)

*Includes Traffic, Support (Canine), Strike Force, Criminal Intelligence Unit.

Table 1.7: Composition of Sample by Years of Experience of Respondents

Length of Service in Years	Number of Respondents	
	%	(n)
Under 2 years	3	(3)
2-5 years	41	(38)
6-10 years	38	(35)
Over 10 years	18	(17)
	100	(93)

Missing cases - 7

crimes.

To capture such a population, interviewers attended the Arrest and Control Techniques (ACT) course on three separate occasions. This course, conducted over a 1-week period, is compulsory for all non-commissioned personnel. In each session approximately 35 members drawn from all organization areas attended. Self-administered questionnaires were distributed for completion on the final day of each course (March 9, 16 and 23, 1984). On that day, officers had spare time either prior to or after testing on their 'arrest and control' techniques. In this way, all 100 respondents were surveyed. Table 1.6 indicates the areas from which the respondents were drawn.

CHAPTER 2

The following chapter will include a description of the program model as it was intended to operate, including its history and evolution, program goals, target population, operation and services.

This will be followed by an analysis of the program as it operates composed primarily of a discussion of service activities over a 12 month period.

The chapter will be concluded by a discussion of whether the program has implemented the model chosen and the extent of goal satisfaction achieved.

THE PROGRAM MODEL

History and Evolution

In June 1981, a victim service program was initiated by the Calgary Police Service with the financial assistance of the Ministry of the Solicitor-General,

Canada. Its aim was to ensure that a comprehensive program of services was made available to crime victims. The model adopted was that of a police-based program using civilian volunteers. Further, it aimed to complement, not duplicate, services already available from community based programs, through referral to them.

Previously, services to crime victims within the Calgary Police Department were limited to those available through the Records Department and the Police Crisis Unit. The Records Department services were primarily clerical. Two staff members notified property offense victims of their case numbers by form letter. They also answered telephone enquiries from traffic accident and criminal offense victims who wished to have their case numbers or other case particulars. This information was typically used by clients for insurance claims.

The Police Crisis Unit provided crisis intervention services in 2 (of 5) Police Districts in the city. The Unit was staffed by 5 civilian crisis intervention specialists. They responded to police officers' requests for assistance by attending at the scene of complaints to deal with issues outside the strict realm of law enforcement or 'police work'. Such incidents were defined as crisis situations having a 'psycho-social' component, where officers required assistance. Typically, they included domestic disputes, juvenile concerns, alcohol or drug-related calls, sudden deaths or mentally disturbed persons. The target population thus was much broader than crime victims solely. Workers did not carry a case load but rather referred clients to appropriate

social service agencies as soon as possible.

Over a period of time, these two existing services and the program developed with the assistance of Solicitor General (Canada) funding were integrated to form the Victim/Crisis Unit (V/CU).[3]

The evolution of these once separate functions into one unit was a long and difficult process. First, each unit was physically housed in a different location. Second, each was organizationally located in different areas of police operations. Third, crisis workers were concerned that the use of volunteers to perform crisis (or emergency) services to crime victims was dangerous (in that workers could be physically harmed) and further that the use of volunteers was a potential threat to their positions as paid, civilian employees. Finally, it was felt that crisis workers' effectiveness and acceptance by police officers hinged on proximity and visibility to them. This was a feature that could not be maintained in a centralized unit. These concerns made the development and delivery of comprehensive crime victim services difficult to coordinate and resulted in organizational problems. The integration of these units culminated in April 1983 with the physical relocation

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[3] It should be noted that the Police Crisis unit goals had included services to a targeted population much larger than crime victims only. This was maintained after the units were integrated into the V/CU. Their services were seen primarily as a service for the police officer and secondarily for the client. Thus it was considered necessary to define their clients as anyone identified by the police officer who was in need of emergency services. This paper will deal with crisis activities only insofar as they relate to crime victims.

of all staff to the Community Services Section (see Figure 2.1). This Section is located in a suburban area of Calgary, approximately 4 miles from police headquarters.

The V/CU consists of a Sergeant, two Constables, a Volunteer Coordinator, five crisis workers, 2 clerical staff and a number of volunteers (see Figure 2.2). The Sergeant supervises all staff and oversees administrative functions. The Volunteer Coordinator recruits and supervises volunteers. The Constables are responsible for the training of volunteers, they assist in service delivery when necessary, and are involved in program promotion within and outside the police department.

All functions previously carried out within the Records Department (see above) are performed by clerk-typists. Crisis intervention specialists perform all crisis services and volunteers deliver most other services with the assistance of the full-time staff mentioned above.

Volunteers are recruited from the community-at-large and the program also serves as a practicum placement for social welfare students in Calgary. In fact, practicum student services have generally accounted for 80% of volunteers service hours.[4]

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[4] University course requirements result in practicum students spending between 20 and 30 hours weekly in their practicum placement.

Each community volunteer is required to work a minimum of 3 hours per week. The program attempts to provide 125 hours of volunteer work per week. Hours of operation are from 0800 to 0130 Monday to Saturday, and 1300 to 2130 Sunday.

FIGURE 2.1 PROGRAM PLACEMENT IN POLICE DEPARTMENT

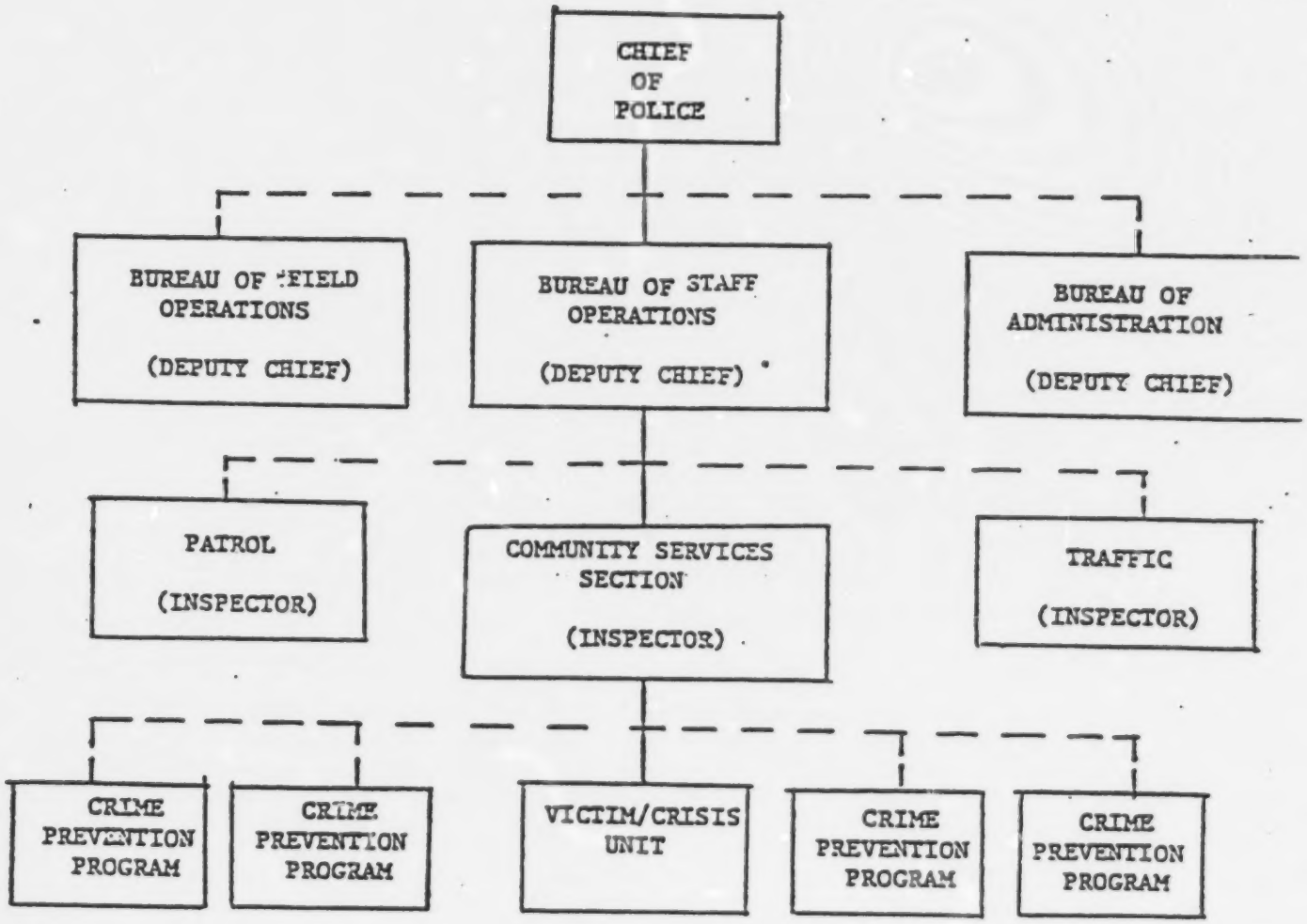
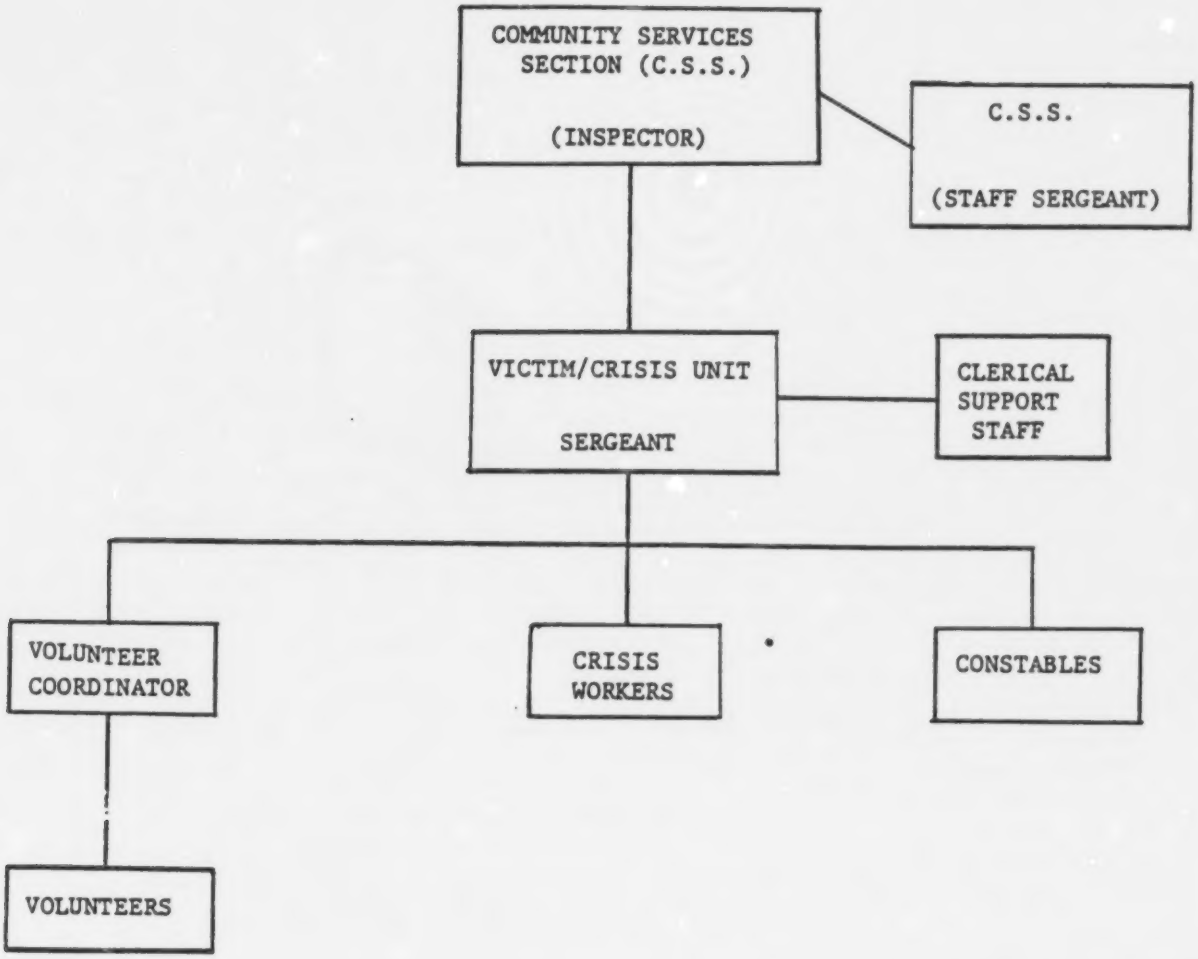


FIGURE 2.2 VICTIM/CRISIS UNIT -- INTERNAL ORGANIZATION



Planned Goals and Activities

Following a needs study and discussions with both program staff and police administrators, program goals and activities were set. They are -

1. To ensure that the emergency needs of crime victims in Calgary are met. These emergency services include counselling, referral, emotional support, repair to property, accommodation arrangements and transportation. For the most part, crisis workers provide these services as they operate a mobile service with direct radio linkage to police communications. They are also on duty until 0130, five nights a week. During the day, volunteers may respond to emergency service needs if they are of a non-psychological nature.

   These services are supplemented by the daily screening of police occurrence reports to identify victims who, based on the information therein, may benefit from or require assistance. As mentioned above, crisis worker typical involvement with crime victims includes cases of spouse abuse, and other types of domestic disputes. This pro-active approach helps to locate clients whose needs might not have been obvious or expressed to police officers.

2. To provide required follow-up (or non-emergency) services to victims of 'attacks against the person' (e.g., homicides, assaults, robberies, sex offenses). These clients are identified through the daily screening of offense reports. Staff read these reports and based on program criteria (e.g., age, injury, etc.) or the officers' narration of the event, those who may require assistance are telephoned and offered any appropriate service.

3. To identify, contact and provide all elderly crime victims with the services they require after victimization. In the daily screening of police reports, all reports involving elderly victims are flagged for follow-up regardless of the circumstances of the incident. The elderly are offered all program services.

4. To keep crime victims informed of important case information. Two activities address this goal -

   a. Form letters are sent to property crime victims to inform them of their case numbers. Offense categories covered by this service are all housebreakings, damages over $50, and thefts over $200.

   b. In daily contacts with victims, all important and appropriate case information and court information is provided clients. They are also encouraged to call back should further information be required. To provide this service, the Unit maintains current Provincial Court docket information.

5. To ensure that eligible victims are made aware of the kinds of financial reparation available to them. Activites include providing information about compensation programs (e.g., Alberta Crimes Compensation Board), and assistance with the steps victims are required to take to obtain financial reparation from charged or convicted parties. The program is concerned mainly with two sources of compensation. They are the Alberta Crimes Compensation Board (ACCB), and court-ordered restitution. Staff assist claimants in completing applications and maintain contact with the applicant until a decision has been reached.

   In addition to this, victims often require information about making insurance claims. Staff will provide information on typical insurance company procedures and requirements for making claims, but leave it to the client to make the claim. Also, insurance companies often call the Victim Crisis Unit to ask for case details as a result of client. Such information giving comprises a significant percentage of staff time.

6. To shorten the length of time between police recovery of stolen property, and its return to its owner. The routine provision of this service has not yet been implemented by the V/CU as -

   a. the program is not notified when recovered property is matched to an incident, and

   b. there is reluctance from police officers and police administration to routinely photograph recovered property and use the photograph in place of goods as evidence in court.

   However, when V/CU learns from clients of their desire to have property returned promptly to them, they will contact officers and the Property Room in an attempt to speed up return or to clarify to the victim the reasons why

it must be held by the police. This comprises only a minimal percentage of program activities. This program component is not explored in the paper due to its limited implementation.

Planned Target Population

In order to achieve the above mentioned goals, V/CU's goal is to focus its attention on the following 5 segments of the crime victim population -

- those in need of emergency services (or those in crisis);
- the elderly crime victim;
- victims of assaults, sex offenses, robberies, attempted homicides or families of homicide victims;
- victims of cases where a party has been charged with the offense; and
- victims whose property has been recovered by the Calgary Police Service.[5]

Basically, the V/CU receives its clients from 3 sources. First, the

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[5] Program property recovery activities have not been implemented at time of writing. This area will not be discussed in this report.

Volunteer Coordinator screens police reports for follow up by volunteers; second, police officers request that workers contact specific clients; and third, clients call in to request assistance on their own initiative.

DESCRIPTION OF THE WORKING PROGRAM - OPERATION & SERVICES PROVIDED

Having above described the program as it is intended to operate, the following section describes the actual operation of the unit, both in a descriptive manner and through analysis of its service activities over a 12 month period.

The Victim/Crisis Unit operates out of the Community Services Section.[6] At the beginning of shifts, crisis workers check into the office and inform the Communications Department of their availability. Officers on the streets channel their requests for crisis assistance through this department. Workers respond immediately to officers request by attending at the scene of the incident. There they are briefed by officers who are then free for other calls. After performing their intervention activities, workers return to the office to

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[6] Other crime prevention and community programs such as Block Watch, Ethnic Relations, School Resource Officers are also organizationally located in this same section.

await further calls. At least one crisis worker is available daily, from 0930 to 0100, and Sundays from 1300 to 2130.

Other staff and volunteers work from 0800 to 2000, Monday to Friday. Each day they receive police reports on homicides, sex offenses, robberies, housebreakings, thefts and damages. Reports are screened by the Volunteer Co-ordinator and appropriate cases are given to volunteers who contact victims by telephone. In some cases clients are referred by police officers (3%), crisis workers (for follow-up work), or social service agencies. In other cases, clients call in themselves.

Volunteers, working out of this office, are given reports by the Volunteer Coordinator. They follow-up on these reports by telephoning the victim to determine whether any assistance is needed as a result of the incident. Most frequently, needed services are provided over the phone, such as information about the case, about charges or a court case, or some provision of crime prevention information. If client response indicates that a home visit would be beneficial, the volunteer offers this service. Volunteers also offer such services as court accompaniment, referral to specialized agencies, home security checks, etc,. Records are kept of these service activities and filed for future reference. A 'bring forward' file is also used to check on some clients at a later date, particularly in cases where a court case is in progress and the client may require information about it.

If volunteers cannot contact clients after 3 attempts, a form letter

explaining available services is mailed (See Appendix B) along with crime prevention information, if appropriate. In the letter, victims are encouraged to call V/CU if they wish. These cases are then considered concluded unless contact is initiated by the client.

Many incoming calls are also received daily from citizens, usually for information that is quickly provided. These calls are not recorded. No distinction is made here between crime victims and others such as traffic accident victims, however it is assumed by program staff to be composed of 50% crime victims.

Typically these callers require their case number for insurance purposes, the officer's name, or whether officers have "found anything" or have "charged anyone". Callers may also have additional property to report stolen and wish to have their file brought up-to-date on this matter. On average calls take 5 minutes to complete, but the range of time runs from about 1 minute to 30 minutes, depending on the accessibility of the information required by the caller. Many of these calls are handled by personnel in the two clerical positions mentioned above.

The following are the services provided by program staff -

- at-the-scene crisis intervention;
- information about the status of the police investigation, or other case

details such as case numbers, insurance particulars, whether charges were laid;

- responses to telephone inquiries from victims and insurance companies primarily about case particulars or insurance concerns;

- counselling, support, or simply someone to talk to;

- home or hospital visits;

- transportation;

- information about court proceedings, dates and court outcomes;

- information about and referral to social service programs and agencies (e.g., counselling services, information about legal services available and where to get them, senior citizen programs);

- information about and assistance in applying for various forms of financial reparation;

- court accompaniment;

- information about crime prevention techniques and programs and;

- daily, form letters to property crime victims apprising them of their case numbers for insurance purposes.

DESCRIPTION OF THE WORKING PROGRAM - PROGRAM ACTIVITIES

The following is an analysis of V/CU's service delivery activities over the one-year period from November 1, 1982 to October 31, 1983 (see Table 2.1). Activities are divided into three areas.

First, program records indicate that volunteers contacted 1646 clients during this period. Of these, 1447 were provided services, the rest (n=199) indicated that they did not require any service or assistance.

Second, it is estimated, based on the strength of a 3-month review of crisis records (see Table 2.2), that crisis workers serve an average of 18 crime victims per month. This results in an estimate of 216 crime victims served per annum. 'Crisis' activity records are separately maintained, they do not include the demographic characteristics of clients or service delivery particulars.

Third, a clerical staff and volunteers answer an average of 70 telephone inquiries about victim concerns each day, amounting to 17,640 services per year.[7]

Table 2.1: Yearly number of clients served (personal contact) by V/CU from November 1, 1982 to October 31,1983.

	Number of clients served
Crisis workers	168
Volunteers	1646*
Clerical staff **	17,640
TOTAL	19,454

* Of these, 199 refused or did not need service, resulting in 1447 cases for analysis.
** Includes only personal contact with client by telephone. Does not include cases where only a form letter is sent.

Sources - 1) Victim/Crisis Unit Service Reports
2) Crisis workers Monthly Activity Sheets
3) Clerical Activity Log

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7 Telephone inquiries come not solely from crime victims, but also from insurance companies and traffic accident victims. Further elaboration of these activities is included in this report elsewhere. Some incidents may result in more than 1 telephone inquiry. These figures are based on a count of all telephone inquiries for certain randomly selected days. Therefore, more than one service may be counted for a single client. The proportion of such duplication is unknown, but presumed to be small. This is estimated by multiplying.

Table 2.2: Summary of Monthly Activity Log Sheets - Crisis workers.

TYPE OF CALL:	OCTOBER 1983		NOVEMBER 1983		DECEMBER 1983		TOTAL	
	%	(n)	%	(n)	%	(n)	%	(n)
* Domestics	17	(11)	24	(21)	18	(14)	20	(46)
Child Welfare	28	(18)	24	(21)	25	(20)	25	(59)
Juvenile	11	(7)	11	(10)	4	(3)	9	(20)
Seniors	6	(4)	2	(2)	11	(10)	7	(16)
Suicide	12	(8)	8	(7)	8	(6)	9	(21)
Deaths	3	(2)	-	-	9	(7)	4	(9)
Mentals	6	(4)	9	(8)	14	(11)	10	(23)
* Sexual Assaults	5	(3)	5	(4)	3	(2)	4	(9)
Drugs/Alcohol	-	-	-	-	4	(3)	1	(3)
Other	12	(8)	17	(15)	5	(4)	12	(27)
TOTAL	100	(65)	100	(88)	101	(80)	101	(233)

Average number of calls per month = 78
Average number of crime related calls per month = 18

* - crime related incidents
Source - Monthly Activity Sheets - Victim/Crisis Unit.

Combining these three areas, over the 1-year period studied, 19,454 services provided through these three areas of the Victim/Crisis Unit.[8] This combined figure indicates a high level of activity in the Unit. While it does not inform us about what each contact means for the client, almost 20,000 crime victims personally contacted or were contacted by the program staff and received some service.

Crisis Services

Crisis intervention activities comprise one component of the Victim/Crisis Unit. Crisis workers respond to an average of 78 police requests for service per month.[9] This figure is based on the Unit's Monthly Activity Sheet (October - December 1983) which is compiled at the end of each month (see Table 2.2). It totals all staff activities according to the type of incident to which workers were responding. Of all cases, 24% (n=55) were crime related. Based on a 3-month monitoring, crisis intervention services were provided to an average of

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[8] This total does not include the average of 61 form letters mailed daily to property offense victims. These letters provide victims with their case numbers and amounts to approximately 15,372 letters yearly. This activity ceased in February 1984 when officers began distributing cards with case numbers written on them to all crime victims.

[9] Information is drawn from crisis worker activity logs (where mentioned), supplemented by staff interviews.

18 crime victims per month. The majority of crime-related calls were cases of domestic dispute (84%, n=46), followed by sex offenses (16%, n=9). Within the sexual offense category, calls often involved the parents of child victims of sexual assaults. In fewer cases, crisis workers were called to deal with adult victims of sexual assaults. When serious incidents of this nature (e.g., rapes) occur, members of the Sex Crimes Unit are called out and generally directly request the assistance of the Calgary Sexual Assault Center.[10]

Police officers rarely call crisis workers in cases of property offenses. Over the 1-year period, only 2 referrals in total could be identified based on worker recall.[11] Crisis workers commented that this would probably happen only in the case of a "special" victim (e.g. the aged, infirm, children).

Crisis workers also reported that most common services provided by them were immediate short counselling and referral to other social service agencies, followed by information about the legal services available, and transportation. Several contacts with other agencies may be necessary in arranging an appropriate referral. Normally, there is only 1 personal contact with the client, although in some cases up to 4 visits have taken place. The vast majority of personal counselling sessions result in a referral to another agency

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[10] It was early established that the Sex Crimes Unit was the appropriate agency to deal with serious sexual assaults. This Unit has established referral procedures with the Calgary Sexual Assault Center, but will at times request the assistance of a crisis worker.

[11] Monthly Activity Sheets do not provide a category for services as a result of property offenses and thus would be included in the 'other' category.

(80 - 85% of time as estimated by staff). When referrals are followed, workers estimate that they are acted on by the client approximately 75% of the time, although this is not reliably known.

Due to the fact that officers use their own discretion when deciding whether to call a crisis worker to the scene, the percentage of appropriate cases where crisis workers might be requested, but are not, is unknown. This decision undoubtedly is determined by officers' ability to handle the situation themselves, their definition of a 'crisis', their perceptions of victims' needs, and their perceptions of the role of the crisis workers. Additionally, crisis workers may not always be easily available, particularly if they are tied up on another call, or if it is later than 0100.

The above information indicates that the program is delivering emergency or crisis services to crime victims particularly victims of 'personal' offenses. Crisis workers are rarely called for victims of property offenses. Studies have indicated that this service need exists, although at a low level. However, as will be shown below (Chapter 4), police officers feel that the program's services are far more helpful in 'persons' rather than property offenses.

Services by Clerical Staff

Services provided quickly over the telephone, usually at the request of crime

victims, comprise the greatest number of cases. Service reports are not completed for these calls.

It was calculated that clerical staff and volunteers handled 70 telephone calls each day, accounting for a yearly total of 17,640.[12]

To estimate this number, and the nature and sources of these enquiries, twice monthly all such calls are logged. Based on a compilation of these logs for a period of 5 different days, estimated yearly figures were extrapolated. While data for these calls remain incomplete due to pressure on staff when telephones are busy, some features can be discussed.

First, as Table 2.3 shows, almost 6 in 10 cases (59%) were from victims of criminal or traffic incidents. Second, the most frequent request was for the police case number of their incident. This would usually be used for insurance purposes. As can also be seen, almost 1/4 (23%) of all calls were from insurance companies seeking information about traffic accidents and property offenses where they are the insurer. While the 'case number' was the most frequent service requested, 23% inquired about other matters related to a criminal incident. Staff reported that callers frequently inquired whether anyone had been charged in the cases or whether the police were still investigating the

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[12] Records are not normally kept on these calls, due to their short duration and routine nature.

Table 2.3a: Summary of telephone enquiries received by clerical staff.

NUMBER OF CALLS:	SOURCE OF CALLS:				TYPE OF SERVICE:					
	Victim	Police	Insur.	Oth.	Case	Insur.	Officer	Misc Crim.	Misc. Traf	Oth.
65	39	-	7	19	13	6	7	25	10	4
72	37	4	25	6	21	6	8	19	8	10
88	56	4	20	8	23	8	8	20	17	12
71	50	-	10	11	27	8	8	10	4	14
53	25	2	18	8	12	6	6	7	6	16
TOTAL: (5 days) 349	207	10	80	52	96	34	37	81	45	56
DAILY AVERAGE: 70	41	2	16	10	19	7	7	16	9	11
ANNUAL TOTAL: 17,640	10,332	504	4,032	2,520	4,788	1,764	1,764	4,032	2,268	2772
	59%	3%	23%	15%	28%	10%	10%	23%	13%	16%

LEGEND:

Source of Call: Victim = Victim
Police = Police officer
Insur. = Insurance co. or agent
Other = Lawyer, detective agency, social service agency, etc.

Type of Service: Case = Request for case number
Insur. = Insurance particulars, information about property
Officer = Name of investigating officer
Misc. Crim. = Any information about a criminal incident not stated above

Misc. Traf. = Any information about a traffic matter not stated above

Other = Traffic tickets, parking matters, towing information, responses to officer requests to call victims, etc.

Table 2.3b: New cases recorded on police files (column 1), cases received by V/CU (column 2), and cases acted on by V/CU staff (columns 3 & 4), for a one-week period (Nov. 18-24/1983, incl.).

	1		2		3		4	
OFFENSE	Cases Recorded on Police Files:		New Cases Received by V/CU		Cases acted on: Personal Contact	Letter	TOTAL	
	%	(n)	%	(n)	(n)	(n)	%	(n)
Homicide	-	-	-	-	-	-	-	-
Assaults	100	(41)	102	(42)	(17)	-	41	(17)
Sex offenses	100	(14)	92	(13)	(11)	-	79	(11)
Robbery	100	(14)	92	(13)	(13)	-	93	(13)
Housebreakings	100	(90)	125	(113)	(13)	(53)	73	(66)
Theft	100	(434)	92	(400)	(4)	(236)	55	(240)
Damage *	100	(33)	93	(31)	-	(17)	52	(17)
TOTAL	100	(626)	97	(612)	(58)	(306)	58	(364)

* 'Damage' does not include Damage to Vehicles under $50.

incident.

Services by Volunteers

Volunteers personally contacted and offered service to 1646 clients over the 1-year period analyzed (see Table 2.1). The following sections detail the program's service activities for these cases.

First, however, data was collected to determine whether V/CU accessed all appropriate case files so that their coverage of crime victims was complete. If some elements of the crime victim population were missing, then the program would be unable to identify all appropriate clients, and, thus, unable to meet stated program goals.

Access to Police Case Files

The V/CU identifies the great majority of its clients through the daily screening of occurrence reports by the Volunteer Coordinator.

The method of obtaining these occurrence reports is as follows. As soon as the information on officers' field copies of the incident are entered onto the computerized information system, case file reports are printed and tagged for

distribution to V/CU, among other areas. These reports come directly from the Records Department and are delivered daily to V/CU.

In order to determine whether all appropriate reports were received, a count and analysis was made of all occurrence reports received by the Unit over a 1-week period (November 18-24, 1983, incl.). This was then compared against police department records of all occurrences within the same week period. The V/CU has requested that it receive all occurrence reports for attacks against persons (homicides, assaults, sex offenses, robbery, as well as housebreakings, thefts, and damages - not including damage to vehicles under $50).

This methodology will only imperfectly measure the consistency with which the V/CU receives these reports because police officers do not always submit their reports on the day of the occurrence and therefore the program may not have received all reports of incidents for the period studied. However, analysis will point out any important inconsistencies between the reports received and those it has requested to receive.

As can be seen in Table 2.3b, within the various categories of attacks against persons, close to the same number of reports are received by V/CU staff as are indicated on computer records. In fact, in one offense type (assaults) more reports were received that actually occurred during that week.

When property offense incidents are broken out, it appears that there is some inconsistency in police department records and occurrence reports received.

Substantially more housebreaking reports were received than were noted in police records. This may be due to late submission of reports and/or some duplication. Given the margin for error that must be allowed due to the imperfect measuring technique, it can be said that V/CU does receive most appropriate occurrence reports. Further, it has the capability of checking computer records against case reports received should staff feel that omissions have been made. This accessability to case files is considered an important feature of the program as at any time program administrators can check that all appropriate victims are identified.

Service Activities - 12 Month Period

Table 2.4 presents in tabular form a summary of the services provided to clients by volunteers over a 1-year period (n=1646). As can be seen, 12% (n=199) of those contacted by staff did not require any assistance, or refused the service that was offered. This number is determined by a count of the cases where code '01' (service refused, no service needed) was entered on the Service Report. This percentage is lower than the percentages of clients that needs studies have estimated do not need help.[13] That figure frequently ranges from 40-60%. This may be explained however, by the fact that reports are screened and only crime victims falling into pre-determined categories (see Program Goals and Target Population) are called. As a result, it is not surprising that this

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[13] Sansfacon, Daniel, A Summary of Some Needs Assessment Studies of Crime Victim. Solicitor-General, Canada. Ottawa (unpublished), 1983.

Table 2.4: Services provided by volunteers (November 1, 1982 to October 31, 1983).

Total number of contacts	1646	100%
Total number refusing service	199	12%
Total number of clients receiving service	1447	88%

SERVICES PROVIDED*:	% of valid cases**	(count)**
Information	46	(637)
Property Return	2	(20)
Support/Counselling	19	(264)
Assistance with Crimes Compensation	7	(94)
Assistance with Restitution Claim	2	(31)
Witness Management	2	(20)
Transportation	0.4	(6)
Court Information	6	(87)
Assistance with Financial Arrangements	1	(13)
Information about other victim services	30	(410)
Property Repair	0.2	(3)
Discussed Incident	45	(611)
Crime Prevention Information	13	(184)
Referral	15	(206)
Other.	14	(191)

Valid cases - 1372
Missing cases - 75

* Explanations of types of services may be found in Appendix B.
** Totals for percentages and count may exceed 100% of valid cases as more than one service may have been provided.

Table 2.5: Age and sex distribution of Victim/Crisis Unit clients.

AGE:	Service Required		Service Not Needed or Refused		TOTAL	
	%	(n)	%	(n)	%	(n)
Under 16	19	(237)	23	(42)	19	(279)
16 - 24	25	(319)	25	(45)	25	(364)
25 - 39	28	(356)	24	(44)	27	(400)
40 - 64	17	(212)	16	(29)	17	(241)
65 and over	12	(152)	12	(22)	12	(174)
TOTAL	101	(1276)	100	(182)	100	(1458)

Missing cases - 188

SEX:						
Male	40	(578)	43	(86)	41	(664)
Female	60	(861)	57	(112)	59	(973)
TOTAL	100	(1439)	100	(198)	100	(1637)

Missing cases - 9

percentage is much lower. Further, volunteers code and fill in the Service Report which records services, and thus Service Reports reflect their perception of the service. It is possible that victims do not always view the interaction as a 'service'. For example, volunteers may code a service as 'discussed incident' when no other specific service is rendered. Such discussions may be lengthy although not necessarily including any element of support. Clients may not interpret such discussions as services. Nonetheless personal contact with and service delivery to 1646 citizens represents considerable activity.

Table 2.4 and Figure 2.3 indicate that information given to clients or received from them is the most common service provided.[14] (Appendix A defines the activities each type of service encompasses.) These services were provided in 46% of cases (n=637). This is not surprising in light of the fact that needs studies have consistently found that information requirements were the most common crime victim need. The specific kinds of information exchanged were not recorded, but staff suggested that most frequently it entailed case details that were needed for insurance claims (e.g., case numbers), the name of the investigating officer, and the status of the case (e.g., has anyone been charged, is the case still actively being investigated). Workers also received information from clients. Most commonly it involved adding additional stolen

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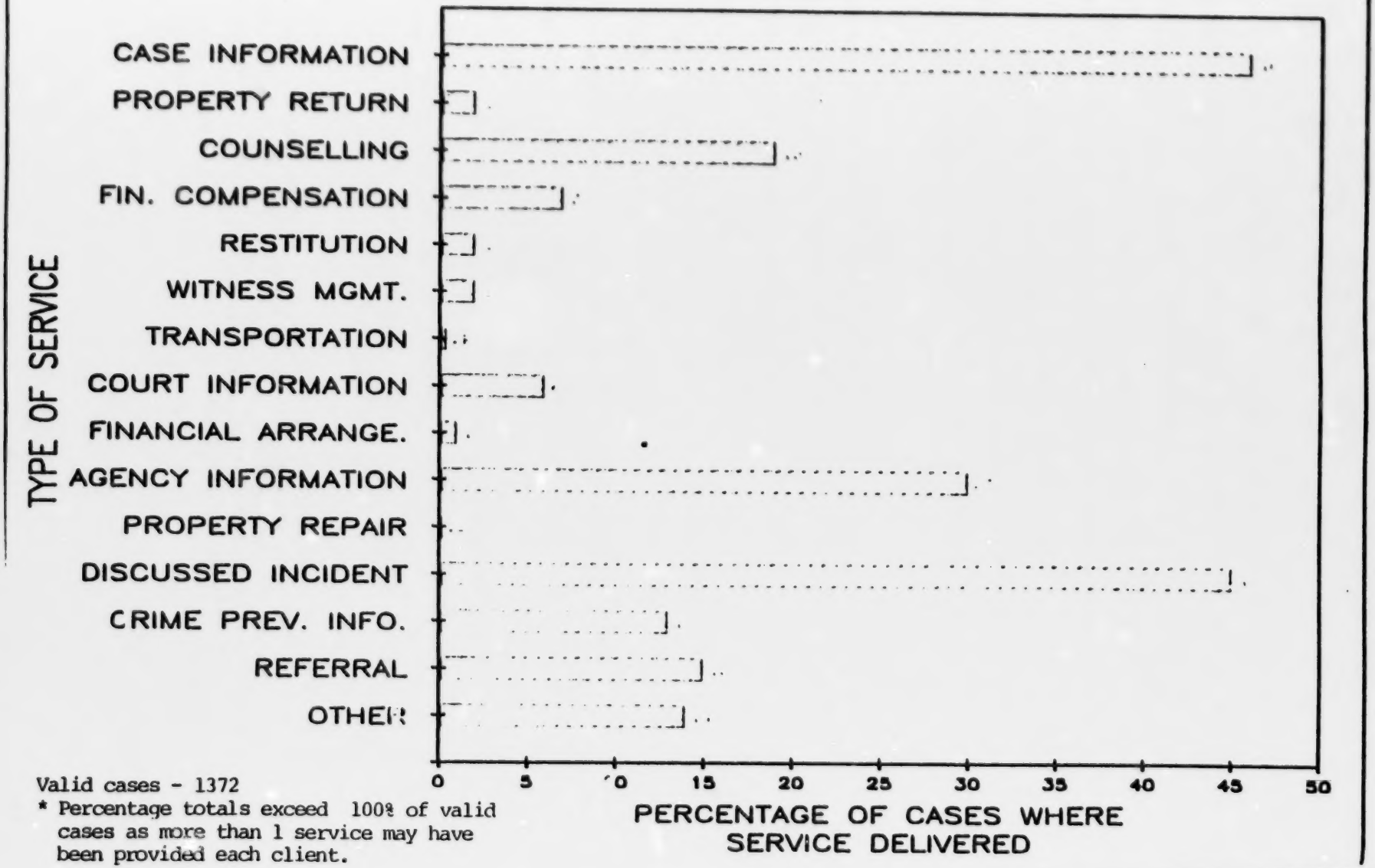
[14] Frequency numbers (count) may total to more than the number of valid cases as more than one type of service may be provided each client. The symbol 'f' represents the total number of times (count) a particular service was provided. Similarly, percentages (%) may total to over 100% as it represents the percentage number of times that service was provided by the number of valid cases.

FIGURE 2.3: SERVICES PROVIDED BY VOLUNTEERS OVER A 1 YEAR PERIOD *



Valid cases - 1372

* Percentage totals exceed 100% of valid cases as more than 1 service may have been provided each client.

property to files or providing a more detailed description, or serial numbers to existing information. Less frequently, callers had some additional details that might affect the investigation and were referred to the principal investigator.

A conversation with the victim in which the incident was discussed was the second most common service provided (45%, n=611).[15]

Information about other agencies and services that might have been needed by clients was the third most commonly provided service (30%, n=410). Volunteers dispense much of this information over the phone, but also keep supplies of brochures from many other organizations, which they mail to appropriate clients.

The distinction was made between the provision of information and suggestion that clients would benefit from contacting a specific agency, and a referral. In order to be termed <u>referral,</u> personal contact and the setting up of an appointment between client and agency was required. This was done in 15% of cases (n=206). In many cases, if not most, it was unknown whether clients followed up on the referral to agencies that was provided.

Emotional support or counselling was the fourth most frequent service (19%,

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[15] This category of service was distinguished from counselling because volunteers spent considerable time speaking with clients where no element of counselling or emotional support was involved. It is unknown in what percentage of these cases the discussion or the venting of feelings about the incident represents a counselling or supportive experience for the client.

n=264). As mentioned above, the boundary between discussion of the incident and emotional support or counselling may be difficult to define, however coding instructions for Service Reports emphasized that "some element of support or counselling by V/CU must be present" in order for the Service Report to be coded in this way (see Appendix A).

Three other services were less frequently offered but in total accounted for 26% of responses. They were crime prevention information (13%, n=184), assistance with crimes compensation applications (7%, n=94), and court date and court outcome information (6%, n=87). Court information referred not to information about court procedures, etc., but to the provision of information about court dates and outcomes. The former falls under witness management services (2%) which includes court accompaniment and information about court procedures (e.g., "what is expected of me as a witness", "will I be subpoenaed", "what is a preliminary hearing", etc.).

The victim program focused its attention particularly on offenses against the person, and this was reflected in statistics when analyzed according to offense categories (see Table 2.6). 'Property' offense cases accounted for only 22% of the V/CU caseload, while 'persons' offenses accounted for a full 70%. Police statistics for 1982 indicate that, in actuality, 'property' offenses far outweighed 'persons' offenses. Thefts, in fact, were the most common type of criminal offense and represented 52% of all reported criminal offenses in 1982.[16] Assaults were the commonest type of offense dealt with by V/CU workers (41%, n=589), followed by sex offenses (19%, n=279). This reflects's V/CU's

Table 2.6: Offense categories for victims served between November 1, 1982 and October 31, 1983.

OFFENSE:	SERVICE PROVIDED %	(n)		SERVICE REFUSED %	(n)
Homicide	1	(13)		-	-
Sex Offenses	19	(279)	--70%	20	(40)
Assaults	41	(589)		38	(76)
Robbery	9	(130)		15	(30)
Housebreaking	15	(211)		13	(25)
Theft	4	(62)	--22%	4	(8)
Damage	3	(45)		4	(7)
Other *	8	(118)	--8%	7	(13)
TOTAL	100	(1447)		100	(199)

Missing cases = 0

* Other = traffic accidents, sudden deaths suicides, non-criminal matters.

[16] Monthly Statistical Report - December 1982. (Includes cumulative yearly statistics).

goal of focusing on serious attacks against persons. Further, volunteers routinely contacted all elderly victims of housebreakings and this accounted for their disproportionate percentage within the property offense category (see Table 2.12). As mentioned above, theft is the most common criminal offense reported to the police, however, it accounted for only 4% (n=62) of V/CU caseload. Only 3% of cases (n=45) were damage to property. The V/CU was also involved in a significant number of non-crime incidents (8%, n=118). Normally in these cases, volunteers were asked to provide service by the officer. They included natural deaths or suicides, traffic accidents, to mention the most common.

Table 2.7 represents the police districts in Calgary in which the complaint originated. It indicates that services were provided in each of the 5 districts. District 6 represents only 17% (N=238) of cases dealt with. Analysis of 1982 Police Statistics indicates that this district had the lowest crime rate for the offenses targeted and further that there was a high percentage of property crimes in that area. This accounts for its lower percentage of V/CU caseload. (Until February 1983, District 2 was not provided the same level of services as other districts, and is therefore under-represented in this sample. Data collected from District 2 until that time provided the comparison group against which the 'victim satisfaction' data is compared - see Chapter 3. Review of monthly V/CU statistics indicated that District 2 was proportionately represented since that time.)

Clients may come to V/CU through any one of a number of sources. The

Table 2.7: Distribution of cases among police districts in Calgary *.

DISTRICT #	%	(n)
1	22	(312)
2	15	(210)
3	22	(314)
4	25	(356)
6	17	(238)
TOTAL	101	(1430)

Missing cases - 17

* District #5 is not yet incorporated as the new district office has not been constructed.

Table 2.8: Source of client identification.

REFERRAL SOURCE:	SERVICE PROVIDED		SERVICE NOT REQUIRED		TOTAL	
	%	(n)	%	(n)	%	(n)
Program initiatives	85	(1230)	99	(197)	87	(1427)
Police officer referral	5	(69)	1	(2)	4	(71)
Client self-referral	9	(131)	-	-	8	(131)
Other	1	(13)	-	-	0.01	(13)
TOTAL	100	(1443)	100	(199)	99	(1642)

Missing cases = 4

Volunteer Coordinator screens police reports daily, but clients may also call in on their own initiative or may be referred by police officers. In fact, the Unit has consistently indicated that they prefer officer referrals. Less frequently, social service agencies contact V/CU about a client. As can be seen from Table 2.8, the daily screening of reports was by far the most common source of identifying clients (85%, n=1230). Client self-referrals accounted for 9% of cases (n=131), while police officer referrals accounted for 5% (n=69). To this 5%, the police referrals to crisis workers that were discussed earlier must be added. Including these, police referrals jump to 17 percent of cases (based on an average of 18 cases per month). It is unknown what percentage of non-recorded calls handled by clerical staff and volunteers come as a result of the suggestion of police officers. The 'other' category (1%) is composed mostly of cases in which third parties (e.g., social service agencies) have requested that V/CU assist their client in some way. It can also be seen that clients requiring no services were more likely to come from the group where the program initiated the contact (percentage difference=14%) and less likely to be those who were referred by police officers (percentage difference=4%).

The low percentage of cases where police officers have directly referred non-crisis cases points out the importance of access to all appropriate files. Officer referrals are low possibly because they feel that there is only a small percentage of victims who require follow-up service, because needs are not made known to officers at the time or only emerge later on, because they have predisposed notions about the usefulness or appropriateness of calling in the unit in many circumstances, because such referrals are a low priority item in

their list of activities, or for a host of other reasons. It is also possible that they suggest that victims call V/CU, but that this type of referral is never identified if it results in a brief telephone call to clerical staff or volunteers. Nonetheless, program staff consider the 5% referral to be low. (Police officer referrals will be further discussed below Chapter 4).

On February 1, 1984 a system of having police officers distribute information cards to all victims was initiated. The data being analyzed here, however, does not reflect that change. It may be expected that it will result in a greater proportion and client self-referral as well as significant changes in the types of service provided. For example, refusals and 'discussion of the incident' may show a reduction. It is also anticipated that this procedure will result in a reduction of outreach activities as staff are busier responding to incoming requests for service.

Because of the wide range of services that might be provided, requiring varying amounts of time, the program maintained records on the duration of contact with clients. Table 2.9 displays this data. In total, 69% of all cases required under 1/2 hour to complete and 31% required over this amount. The modal category for time spent in cases was under 15 minutes. When these figures are extrapolated to represent the actual number of service hours provided in these cases, it was found the 69% of cases where contact was 1/2 hour or less (n=984) required 26% of service hours (244 hours). In contrast, cases requiring moire than 1/2 hour, (31% of all cases) required 74% of service hours (694 hours).[17] This can be interpreted to mean that in the majority of cases, service

Table 2.9: Time spent on cases.

AMOUNT OF TIME:	%	(n)	TIME IN HOURS *
Under 15 minutes	35	(500)	
	- 69%		244 hrs.=26%
15 - 29 minutes	34	(484)	
30 minutes - 1 hour	16	(226)	
1 - 3 hours	11 - 31%	(160)	693 hrs.=74%
Over 3 hours	4	(51)	
TOTAL	100	(1423)	937 hrs.=100%

* Time in hours was calculated by multiplying the number of cases (n) by the median number of minutes for each time category.

Missing cases = 24

[17] These figures were established by using the median number of minutes for each category and multiplying by the number of cases in that category. The resulting amounts were then combined resulting in an overall estimated service delivery time.

workers can quickly provide the service or deal with the concern, while a minority of cases required the majority of V/CU service time. It is also felt that this figure may be underestimated as spot checks of service reports have shown that volunteers frequently fail to record the additional time spent on service delivery when they follow up on cases.

The above information indicates that the program has indeed achieved a high level of implementation and is offered city-wide. It has been successful in accessing the files required to identify potential clients and has provided a great number of victim services of a crisis and non-crisis nature. The only exception to this is the absence of emergency services to property offense victims and a property return system. Also, the level of police officer referrals has not met program expectations.

Referrals to other Agencies

It has always been a policy in the V/CU to refer clients to other agencies rather than to duplicate services already provided elsewhere in Calgary. A good example of this is their relationship with Calgary's Sexual Assault Centre. The V/CU is concerned that victims of sex offenses receive the help and support they need. In the daily screening of reports, only those victims where the police

officer has not called in the Sexual Assault Centre are contacted. (Serious sexual assaults such as rapes and many indecent assaults usually result in direct referral by the officer.) In other cases, volunteers call the victim, and explain the services offered by the Sexual Assault Centre and make a referral if required. Program record-keeping monitors the referrals made by volunteers and staff.

As mentioned above, a strict definition of referral is used, that is, there must be personal contact between V/CU and the referral agency to discuss the appropriateness of the referral. In other cases where clients are informed about other services and a suggestion is made that they call another agency, it is recorded only as 'information about services', not 'referral'.

Program staff made referrals in 206 cases (15%, see Tables 2.4 and 2.10).[18] As can be seen, referrals to the ACCB account for 28% (n=58) of these referrals. Sixteen percent of referrals (n=33) to other police programs among them the Senior Citizen Program, the investigating officer, Crime Prevention and the Race Relations Unit. The next most common referral was to the prosecutor or the Witness Central Unit (which is housed in the Prosecutor's officer) or to other court services (n=28). There were three different programs within Alberta Social Services used by volunteers. They are Public Assistance, Child Protection and Emergency Services. Together these were used in 15 cases,

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[18] Although it was determined that 31 agencies were used, the referrals are grouped generically (where possible) into 12 different categories.

Table 2.10: Referrals made between November 1, 1982 and October 31, 1983.

REFERRAL AGENCY:	(n)	% of referrals
Alberta Social Services	(15)	7
Mental Health Agencies	(11)	5
Counselling Agencies	(2)	1
Immigrant Aid programs	(3)	1
Legal Aid services	(12)	6
Shelter/accomodation	(5)	2
Sexual Assault program	(15)	7
Other police programs	(33)	16
Court services or crown prosecutors	(28)	14
Alberta Crimes Compensation Board	(58)	28
Public Trustee, Medical Examiner	(4)	2
Other	(20)	10
TOTAL NUMBER OF REFERRALS	(206)	
PERCENTAGE OF CASES RESULTING IN REFERRALS	206/1372 = 15%	

Valid cases - 1372

accounting for 7% of referrals. Referrals to the Calgary Sexual Assault Centre and to Legal Aid or guidance program accounted for 7% (n=15) and 6% (n=12) respectively of all referrals.

As mentioned above police officers often directly involve the Calgary Sexual Assault Centre, and there is no involvement in these cases by V/CU. It is felt that this accounts for the low percentage of referrals (7%) to that agency., It is interesting to note that counselling agencies did not figure highly in referral roles. Staff explained this as stemming from the fact that simply offering support and attention to the effects of the victimization was a calming influence and that while they often suggested such agencies to clients, it was in the form of information rather than a direct referral. The number of clients who followed up on such suggestions is unknown.

The above information indicates that the program is pursuing its policy not to duplicate existing services in Calgary, but makes many referrals to other agencies.

Services to the Elderly

It has often been speculated that the crime victim needs of the elderly may be significantly different or more numerous than other segments of the

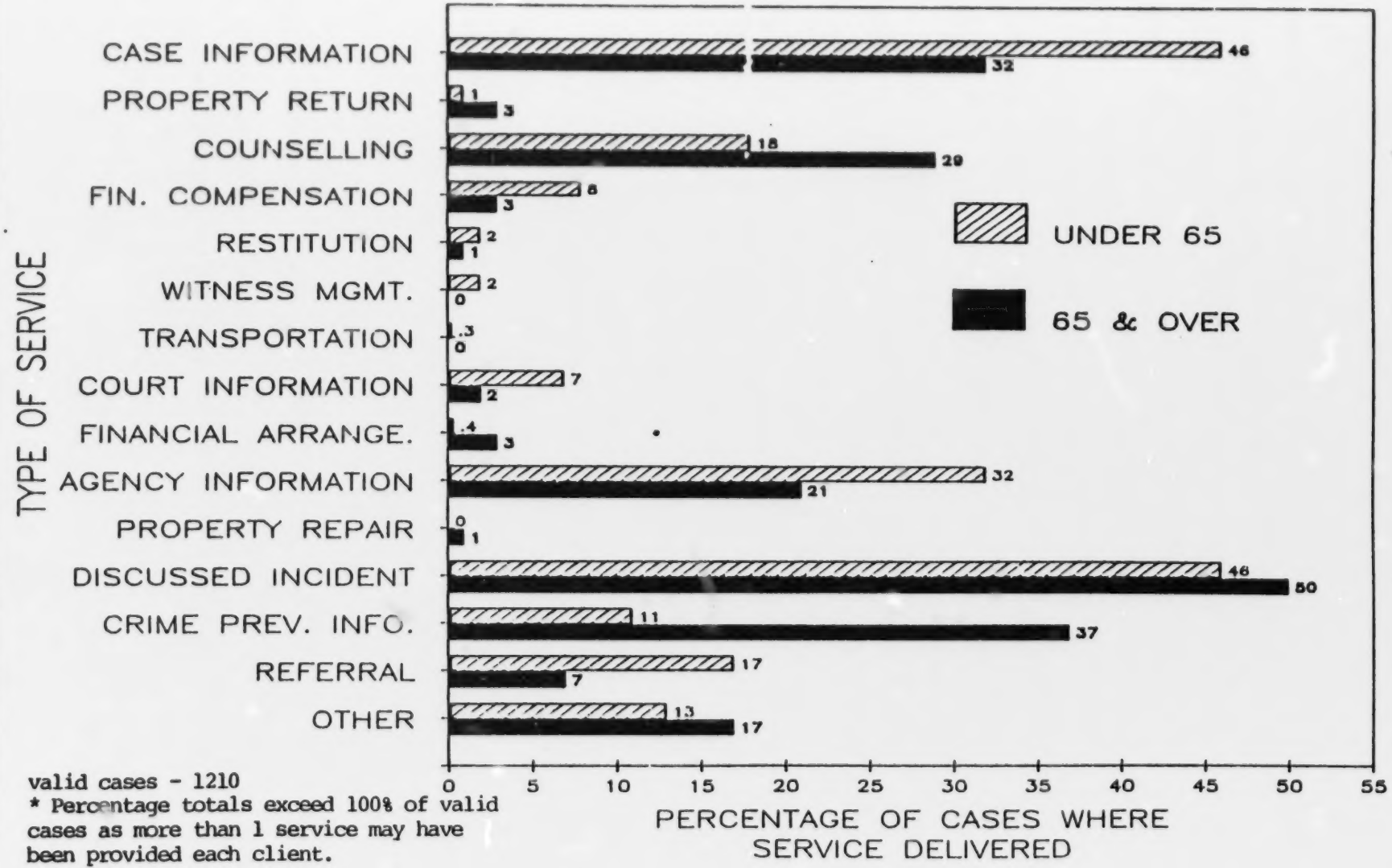
population. As a result, the V/CU paid special attention to the elderly and in fact, contacted them in cases where victims who were not elderly would not be called. The accumulation of records of a 1-year period allows for some analysis of the services provided those 65 years or over. As noted above (Table 2.5), 1646 victims of all age groups were personally contacted in this period, and of these, 12% (n=199) refused or did not require any service. Of those contacted, 174 elderly (65 years or over) were offered service, of which 22 refused. This represents a similar refusal rate (13%).

It should be remembered in interpreting this data that services are offered to the elderly in some incidents where other age groups would not be contacted, yet proportionately, almost the same number accepted some service from staff. This difference in the screening process should be kept in mind in the following discussion. It should also be noted that in 188 cases, no victim age was available on the report and these are not included in the following analysis.

Table 2.11 and Figure 2.4 show the types of services delivered to the elderly in contrast to that of all other age groups. Most commonly, the staff simply 'discussed the incident' with the victim; and did this with a similar proportion of elderly victims as with other age groups (50% vs. 46%).

The most striking difference in the services is the greater percentage of crime prevention information that is given to the elderly (37% vs. 11%). Perhaps this reflects the fact that elderly victims of housebreakings are always called whereas other housebreaking victims are not routinely contacted and staff

FIGURE 2.4: SERVICES PROVIDED TO CLIENTS UNDER AND OVER 65 YEARS OF AGE (SEE ALSO TABLE 2.11)



valid cases - 1210

* Percentage totals exceed 100% of valid cases as more than 1 service may have been provided each client.

Table 2.11: Services provided to elderly versus other age groups.

SERVICE PROVIDED:	Under 65 years		65 years and over		Total
	% of valid cases	(count)	% of valid cases	(count)	(f)
Case Information	46	(491)	32	(48)	543
Property return	1	(9)	3	(4)	13
Support/Counselling	18	(192)	29	(43)	235
Crimes compensation assist.	8	(82)	3	(4)	86
Assist. with restitution claim	2	(20)	1	(1)	21
Witness management	2	(16)	-	-	16
Transportation	0.3	(4)	-	-	4
Court results	7	(74)	2	(3)	77
Assist. with financial needs	0.4	(5)		(4)	9
Information about other agencies and services	32	(339)	21	(31)	370
Repair to property	0	(1)	1	(1)	2
Discussion of incident	46	(486)	50	(75)	561
Crime Prevention Information	11	(118)	37	(55)	173
Referral	17	(175)	7	(11)	186
Other	13	(138)	17	(26)	164
TOTAL NUMBER OF SERVICES		(2150)		(306)	(2454)
	88% of all services		12% of all services		
Valid cases		(1060)		(150)	(1210)

Missing cases - 237

would normally discuss crime prevention techniques with them. Records are also more apt to indicate that support or counselling was given the elderly than other age groups (29% vs. 18%). On the other hand, information about other agencies and services was given less frequently to the elderly (21% vs. 32%) than to others, as was assistance with crimes compensation claims (3% vs. 8%) and information about court cases (2% vs.7%). Interestingly, information about details of the case and/or the progress of its investigation was provided to proportionately fewer elderly clients than others (32% vs. 48%). The elderly were also referred to other agencies less frequently (7% vs 17%). This may in part be explained by the fact that there were fewer elderly victims of assaults and thus fewer referrals to the Alberta Crimes Compensation Board. This agency accounts for 28% of all referrals made by V/CU.

To determine whether any differences in service provision was a product, not of the age of the client, but the type of offense which occurred, the elderly and all other age groups were compared according to offense type. Table 2.12 illustrates this data. As can be seen, there is a significant difference in the composition of the elderly crime victim sample. Remembering that workers contact all victims of 'persons' crimes, we can see that there are proportionately far fewer elderly victims of assaults and sex offenses among the elderly than in other age groups (3% vs. 48% and 3% vs. 24%, respectively). This would in part account for the lower rate of service for Crimes Compensation assistance. Conversely, a very high percentage of the elderly clients (78% vs. 13%) were victims of property offenses. This may explain the higher percentage of crime prevention information given them.

Table 2.12: Type of offenses suffered by age of client, for clients requiring service.

	ALL OFFENSES				WITHOUT HOUSEBREAKING	
	Under 65		65 years +		Under 65	65 years
OFFENSE:	%	(n)	%	(n)	%	%
Homicide	1	(11)	1	(1)	1	2
Sex offenses	24	(267)	3	(4)	26	6
Assault	48	(537)	3	(5)	52	8
Robbery	8	(94)	10	(15)	9	24
Housebreaking	9	(98)	60	(90)		
Theft	2	(25)	15	(23)	2	37
Damage	2	(21)	3	(5)	2	8
Other	6	(70)	6	(9)	7	15
TOTAL	100	(1124)	100	(152)	99	100

Missing cases - 171

Because all elderly victims of housebreakings are contacted and this tends to skew the statistics, percentages of victims for each offense type were calculated eliminating housebreakings. This served to confirm that of those receiving service, there was a smaller percentage of victims of assaults and sex offenses among the elderly. On the other hand, there was a higher percentage of elderly victims needing some service after robberies (24% vs. 9%). Thus it would seem that the composition of the sample of elderly victims who required service is substantially different from other age groups. Some of this difference is due to differing screening procedures for the elderly, and some to differing victimization rates for elderly and others. It may also be possible that as volunteers themselves code the service that was provided, they may perceive their service delivery to the elderly as different from other age groups. For example, what may be considered 'information' to a younger victim may be coded 'support or counselling' to the elderly.

This table also shows that while the elderly were the only targeted population to be served in 'property' offense, service was at times provided other age groups. The Volunteer Coordinator explained this as emanating from screening procedures. When, on reading police reports, it was apparent that a non-elderly victim 'should' be called, this was done. The program, thus, serves a larger population than it defines in its goals.

When the sexual composition of the elderly victim sample was broken out, it was found to be similar to that of other age groups (see Table 2.13 and Figure 2.4). This indicates that there was not a disproportionate number of either

Table 2.13: Sex of clients requiring service, for elderly (65 years and over) and other age groups.

SEX:	Under 65 years		65 years and over		TOTAL	
	%	(n)	%	(n)	%	(n)
Male	39	(433)	42	(64)	39	(497)
Female	61	(686)	58	(88)	61	(774)
TOTAL	100	(1119)	100	(152)	100	(1271)

Missing cases = 176

Table 2.14: Number of contacts by age of client.

	Under 65 years		65 years and over		TOTAL	
	%	(n)	%	(n)	%	(n)
1 Contact	72	(800)	67	(102)	71	(902)
2 Contacts	15	(169)	22	(33)	16	(202)
3 Contacts	6	(65)	6	(9)	6	(74)
4 Contacts	3	(35)	3	(5)	3	(40)
5 or more Contacts	4	(49)	2	(3)	4	(52)
TOTAL	100	(1118)	100	(152)	100	(1270)

Missing cases = 177

Table 2.15: Source of referral by age of client.

SOURCE OF REFERRAL:	Under 65 years		65 years or over		TOTAL	
	%	(n)	%	(n)	%	(n)
Program initiated	89	(993)	87	(132)	88	(1125)
Police officer referral	3	(37)	9	(14)	4	(51)
Client self-referral	7	(82)	3	(4)	7	(86)
Other	1	(9)	1	(2)	1	(11)
TOTAL	100	(1121)	100	(152)	100	(1273)

x^2= 16.5 df=3 α=.001

Missing cases = 174

Table 2.16: Type of contact by age of client.

TYPE OF CONTACT:	Under 65 years		65 years of over		TOTAL	
	%	(n)	5	(n)	%	(n)
Incoming telephone call	23	(253)	16	(24)	16	(277)
Incoming letter	0.004	(5)	-	-	0.002	(5)
Client visit to office	3	(39)	2	(3)	2	(42)
Telephone call from office	93	(1040)	90	(137)	69	(1177)
Letter from office	6	(66)	2	(3)	4	(69)
Visit to client	8	(89)	28	(42)	8	(131)
TOTAL NUMBER OF CONTACTS		(1492)		(209)		(1701)
TOTAL NUMBER OF CLIENTS		1121		152		1273

Missing cases = 174

* Totals (n and %) may add to more than 100% of valid cases as more than one contact or type of contact may have been required.

Table 2.17: Length of service time by age of client.

LENGTH OF SERVICE TIME	Under 65 years		Over 65 years		TOTAL
	%	(n)	%	(n)	(n)
Under 30 minutes	67	(739)	59	(88)	(881)
Over 30 minutes	33	(314)	41	(62)	(376)
TOTAL	100	(1107)	100	(150)	(1257)

Missing cases - 190

males or females in the elderly victim sample requiring service. Further there were no large differences between the number of contacts required by the elderly and other age groups (see Table 2.14). In both categories, the great majority of cases required only one or two contacts with V/CU staff (see Table 2.14, 87% and 89%, respectively).

The data also indicate that officers referred proportionately more elderly crime victims to the program than they did other age groups (see Table 2.15). Officer referrals require that police officers actually call the unit and request that they contact a specific client. They did so for 9% (n=14) of elderly clients as opposed to 3% (n=37) of others. These figures translate into an overall 4% referral rate as mentioned above. Finally, V/CU staff were more likely to make a home or hospital visit to elderly crime victims (see Table 2.16). Of all clients over 65, 28% (n=42) were personally visited by volunteers or staff, as oppposed to 8% (n=89) of all other age groups. Another feature of this table is the lower percentage of elderly who telephoned into the office. This feature points to the efficacy of the outreach approach particularly for seniors.

The greater percentage of personal visits may account for the fact that volunteers spent significantly more time in service delivery with this group (see Table 2.17). Elderly clients required over 1/2 hour of service time in 41% (n=62) of cases as opposed to 33% (n=314) for others. It is felt by staff that the higher percentage of personal visits with elderly victims results in this difference.

Analysis of the data by age category bear evidence of the program's intention to offer service to the elderly in cases where other age groups would not be contacted. As a group, the elderly peresons' refusal rate is similar to that of other victims contacted by the V/CU. The fact that the sample composition by offense differs considerably between age groups makes it difficult to draw conclusions about service variation between groups as they may be a function of sample variation. However, police officers referred more elderly to the program and more personal visits were made with this group by the V/CU

Personal vs. Property Offense Victims

In an attempt to analyze V/CU's service delivery in more detail, the 12-month data were broken out according to the type of incident that prompted the service. In this way each major offense type was analyzed to determine the kind of service that was required, and whether certain types of offenses required different services, or different types and lengths of interaction with clients.

As can be seen in Table 2.18, there were some distinctions in the type of services provided different offense victims. From 34% to 55% of victims of all offenses required information about their cases. The exception to this trend was families of homicide victims or attempted homicide victims who exhibited less information needs (8%). (Note that there were in total only 13 victims of

Table 2.18: Services provided client by offense suffered.

SERVICE*:	Homicide		Sex Offenses		Assault		Robbery		House-breaking		Theft/ Damage		Other	
	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)
Case Info	8	(1)	35	(93)	55	(301)	51	(60)	42	(87)	53	(56)	34	(39)
Property	-	-	1	(2)	0.2	(1)	-	-	2	(4)	6	(6)	6	(7)
Support	46	(6)	19	(50)	18	(96)	23	(27)	20	(42)	10	(11)	28	(32)
Compensate	39	(5)	2	(5)	12	(68)	7	(8)	2	(4)	-	-	3	(4)
Restitution	-	-	-	-	1	(7)	2	(2)	3	(6)	12	(13)	3	(3)
Witness	8	(1)	1	(2)	2	(8)	2	(2)	2	(5)	1	(1)	1	(1)
Transport	8	(1)	-	-	-	-	-	-	2	(3)	1	(1)	1	(1)
Court Info	-	-	4	(10)	10	(53)	6	(7)	2	(5)	8	(8)	3	(4)
Agency Info	54	(7)	33	(88)	35	(189)	21	(25)	23	(47)	19	(20)	29	(34)
Repair	-	-	-	-	0.4	(2)	-	-	-	-	1	(1)	-	-
Discussed	31	(4)	59	(156)	39	(213)	44	(52)	50	(104)	45	(48)	29	(34)
Crime Prev	-	-	26	(69)	2	(12)	11	(12)	37	(76)	9	(10)	4	(5)
Referral	-	-	11	(28)	18	(96)	12	(14)	8	(16)	11	(12)	17	(20)
Other	9	(8)	11	(25)	16	(88)	12	(14)	11	(23)	11	(12)	29	(34)
TOTAL	1	(33)	19	(528)	41	(1134)	8	(223)	15	(422)	7	(199)	8	(218)
Valid cases		(13)		(266)		(547)		(118)		(206)		(106)		(116)
$\bar{x}$ (mean)		2.8		2.0		2.1		1.9		2.0		1.9		1.9
% of all services		1%		19%		41%		8%		15%		7%		8%

Total number of valid cases - 1372

* Explanation of services may be found in Appendix B.

% = Percentage of valid cases requiring the services
(n) = Number of responses
$\bar{x}$ = Mean number of services provided for valid cases in each offense group

attempted homicides or families of homicide victims in the 12-month period. This precluded detailed analysis. It may be assumed that in these cases, police officers provided this information to victims and thus less was rendered by the V/CU).

Not surprisingly, victims of homicide exhibited proportionately more need for counselling and/or support, than did others (46% vs. 10-28%). Conversely, staff was less apt to define the service to homicide victims as a discussion of the incident. This group was also more frequently given information about other agencies and services in Calgary that could help them (54% vs. 19-35%), as well as help in completing crimes compensation forms (39%). Information about agencies was generally higher among the 'personal' offense victims than victims of 'property' offenses.

Apart from the homicide group, many of the services provided different offense victims were not significantly different from total averages. Notable exceptions were the lack of need for support/counselling shown by theft and damage victims (10%), and the higher percentage of housebreaking victims requiring crime prevention information (37%). Again, a higher percentage of referrals were evident. in the 'other' category. Keeping in mind that this category includes a high percentage of suddent deaths, suicides, attempted suicides, traffic accident victims, etc., this feature is not surprising.

When each offense type was totalled and averaged according to the mean number of services provided to victims of each offense type, it was found that homicide

victims (families of) required an average of 2.8 different services each, while all other offense categories ranged from 1.9 to 2.0 service types per client. It should be noted that if the same service (e.g., counselling, court information) is given several times to one client, it will appear in service records as one service, however, the number of contacts will increase accordingly.

In cases of assault, sex offenses, robbery and all property offenses (housebreaking, theft and damage), almost 70% of cases were concluded within 30 minutes (see Table 2.19). Overall, 69% of cases took under 30 minutes of contact time with the client. Exceptions to this average were (attempted) homicides in which, not surprisingly, fully 70% (n=10) required over 30 minutes of service. When these 10 cases were examined it was found that 3 required from 30 to 59 minutes, 4 required from 1 to 3 hours, and 4 required over 3 hours.

One notable finding was that 84% of all sex offenses were concluded within 30 minutes. This may be due to the fact that the Sex Crimes Unit of the Police Department is usually called in all serious sexual offenses and they work directly with the Calgary Sexual Assault Centre. The V/CU's role, as it does not wish to duplicate an existing service, is to ensure that victims of less serious occurrences are contacted and referred if desired. V/CU also contacts victims of minor sexual offenses such as indecent acts. It is felt that these cases result in contact of shorter duration. It is also noted that cases composing the 'other' category required more service time. In this category, 54% (n=63) of cases required over 30 minutes to conclude. Fully 2/3 of these

Table 2.19: Amount of time spent on service delivery by type of offense.

OFFENSE:	Under 30 minutes		Over 30 minutes		TOTAL	
	%	(n)	%	(n)	%	(n)
Homicide	30	(3)	70	(10)	1	(13)
Sex Offenses	84	(229)	16	(43)	19	(272)
Assault	69	(401)	31	(177)	41	(578)
Robbery	68	(88)	32	(41)	9	(129)
Housebreaking	67	(141)	33	(69)	15	(210)
Theft/damage	68	(71)	32	(34)	7	(105)
Other	46	(53)	54	(63)	8	(116)
TOTAL	69	(986)	31	(437)	100	(1423)

Missing cases - 24

(n=42) required over 1 hour to complete. This may be due to the composition of this 'other' category (e.g. sudden deaths, traffic fatalities, etc.) which required home visits, and also to the fact that over 1/2 of these were referred by police officers in cases where there was obviously serious need.

The number of contacts made between victims and staff, when broken down according to offense type further illustrates the above (see Table 2.20). Overall, only 7% ofcases required 4 or more contacts with clients. Notable exceptions to this trend were homicides in which 38% (n=5) required 4 or more contacts, and 'other' where 13% (n=15) required more than 4 contacts. Both assaults, thefts and damages required 4 or more contacts in 9% of cases. Again, the great majority of sex offenses (80%, n=222) were concluded with 1 contact, indicating further the V/CU referral role in this type of case and its concentration on more minor sex offenses.

It was discussed above that the great majority of clients are identified by victim program initiatives (Table 2.8). Fully 85% of non-emergency cases are a result of these outreach activities. It is interesting to note that in cases of (attempted) homicide or families of homicides, officers refered directly in 23% of cases (see Table 2.21). This percentage is far higher than officer referrals for sex offenses, assaults, robberies, housebreakings, thefts and damages, which range from 1-4% officer referral. Another exception to these rather low figures is the 'other' category. In these cases, officer referral (32%), client initiation (27%) and pro-active V/CU screening (37%) each count for close to one third of these cases. To summarize homicide-related cases required

Table 2.20: Number of contacts required per client, by offense.

OFFENSE:	NUMBER OF CONTACTS										TOTAL	
	1		2		3		4		5+			
	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)
Homicide	31	(4)	31	(4)	-	-	23	(3)	15	(2)	1	(13)
Sex offenses	80	(222)	12	(34)	4	(10)	2	(5)	3	(8)	19	(279)
Assaults	66	(389)	17	(97)	8	(44)	4	(24)	5	(32)	41	(586)
Robbery	71	(92)	19	(24)	5	(6)	2	(2)	4	(5)	9	(129)
Housebreaking	74	(156)	17	(35)	7	(15)	1	(3)	0.4	(1)	15	(210)
Theft, Damage	69	(74)	16	(17)	7	(7)	5	(5)	4	(4)	7	(107)
Other	63	(73)	19	(22)	5	(6)	5	(6)	8	(9)	8	(116)
TOTAL	70	(1010)	16	(233)	6	(88)	3	(48)	4	(61)	100	(1440)

Missing cases = 7

Table 2.21: Source of referral to program, by offense.

	Program Initiated		Police Officer		Client Self-Referral		Other		Total	
	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)
Homicide	54	(7)	23	(3)	23	(3)	-	-	1	(13)
Sex Offenses	96	(268)	2	(6)	2	(5)	-	-	19	(279)
Assaults	94	(552)	1	(5)	5	(29)	0.3	(2)	41	(588)
Robbery	85	(110)	4	(5)	10	(13)	2	(2)	9	(130)
Housebreaking	84	(177)	4	(9)	11	(23)	1	(2)	15	(211)
Thefts, damage	72	(73)	4	(4)	25	(27)	2	(2)	7	(106)
Other	37	(43)	32	(37)	27	(31)	4	(5)	8	(116)
TOTAL	85	(1230)	5	(69)	9	(131)	1	(13)	100	(1443)

Missing cases = 4

significantly more counselling and support services than did other offense categories. Other than this, differences in services provided were not statistically significant between offense categories. Further, officers referred significantly more victims of homicides (attempted) and non-crime incidents (e.g., attempted suicides, etc.) than other types of offenses.

Victims Who Refuse Service

Limited information was kept about crime victims contacted who had no service needs, or who refused service. Analysis of this data is helpful in determining whether the program is focusing its attention on the right types of cases. This would become evident if, for example, a particular type of case or type of client consistently refused the offer of service.

The data allow for comparison between those accepting and those refusing service according to the age and sex of the individual, as well as the type of offense which precipitated the contact, and the source of referral to the program. From Table 2.5, it can be seen that there are only minor percentage differences between the composition of the 'received service' and 'refused service' samples when analyzed according to age and sex. When percentage differences for these two groups were calculated for age, it was found that 4% less crime victims under 16 required some service (in most 'under 16' cases, staff deal with parents) and in the 25-39 years old category, 4% more accepted some service than refused it. Other age categories did not show important differences. When analyzed according to the sex of the victim, 3% less males required some service, and correspondingly, 3% more females accepted some help or service.

With the exception of robbery, the type of incident that precipitated the contact led only to minor differences in the percentages of clients accepting or

refusing service (see Table 2.6). Percentage differences ranged from 0% to 3% for all offense types except robbery. Interestingly, victims of robbery are disproportionately more numerous in the 'refused' sample (percentage difference=6%).

Not surprisingly, where officers made referrals to the program, there were fewer refusals in fewer cases. Table 2.8 indicates that when V/CU initiated the contact there was a higher percentage of clients refusing or stating that they did not need any service (percentage differency=14%), than when they were referred by an officer to the program (percentage difference=4%).

These data point to positive benefits of encouraging and promoting police referrals to reduce time and effort spent on cases where no service is required. Based on the lower refusal rate, officers' personal identification of a needy victim appears to be more accurate than by V/CU report reading. It is unlikely however that the pro-active approach could be eliminated in the foreseeable future, as police rarely refer victims with the exception of homicide and non-criminal matters

Based on the fact that only minor differences appeared when the data were analyzed according to type of offense and some demographic characteristics of the victim, it can be concluded that the program is not precluding any types of victims who may need service. Nor are they focusing undue attention on a sub-segment of the population that does not require attention.

SUMMARY

The above information indicates that the V/CU is indeed reaching the Calgary crime victims it targets, and from a service activity point of view, is providing the majority of services elaborated in its program goals. The data indicate that almost 20,000 personal contacts and services were provided in a one year period. The only exception to successful or full program implementation is in the achievement of property return goals. To date, the program has been unable to establish a procedure in conjunction with all other affected parties that will ensure speedy return of property to their owners. This is not to say that police service in this area is unacceptable, but only that V/CU does not routinely play a role in this activity. A major reorganization is presently being undertaken in this area and program staff hope that this service will be implemented shortly thereafter.

The V/CU has been successful in gaining access to the police files it has requested for identifying prospective clients. Most of its clientele is identified through screening of these files. Although not explicitly stated, an organization goal has been to encourage police officer referrals in order to reduce the time and effort spent on clients not needing service, and to better identify those who do require some service. The 5% referral rate for non-emergency cases is lower than program staff wish it to be, however, it must be remembered that all crisis intervention cases are direct referrals from police officers. (Data are not kept on these cases but they average 18 per

month. When this is taken into account, referrals amount to 17% of cases.) This feature should be taken into account in interpreting these data. It is apparent, however, that officers are more apt to make referrals in emergency cases than cases where non-emergency or follow up services are needed.

An interview with the program's Sergeant indicated that presentations at zone days, parades, district office visits and an in-service 12-minute training video on victim concerns have not resulted in increasing the 5% of referrals to any significant degree. Staff also regularly inform investigators of their activities with the victims in their cases.

It is felt that the screening of reports, while allowing staff to identify all crime victims, may be an imperfect method of identifying all needy crime victims. This is because frequently the information in the narrative of the report is not sufficient for identifying victims in need of assistance. Staff have found that some clients have had important needs that could not be identified in an innocuous looking occurrence report and it has always been felt that report screening, although fundamental to the program, is an imperfect method of identifying needy victims. It is hoped that the distribution of victim cards by officers at the time of the offense and their direct referral to V/CU will improve client identification although the pro-active approach will not be abandoned.

While the majority of services provided are follow-up (non-emergency) in nature, the data show that crisis intervention/emergency services are provided

to Calgary crime victims. They are provided on average 18 crime victims per month (24% of crisis workers call load) and involve mainly counselling, referral and transportation to victims of 'attacks against the person', such as domestic assaults or sex offenses. No records are kept on specific service delivery or the demographic characteristics of clients service. However it is known that virtually all criminal-related referrals are responses to 'persons' offenses and that 'property' offense victims are rarely referred.

The follow-up information about the progress of case investigations (e.g., whether charges are laid, case numbers, property information) is the most common service delivered (46%). Next in frequency is a discussion of the incident between volunteer and client (45%). From staff members' points of view, this discussion, although it might be lengthy, does not represent counselling, although it is unknown to what extent it represented a counselling function for the client. Information about other agencies in Calgary that offer programs or services needed by crime victims was the next most frequent service provided (30%), followed by counselling/emotional support (19%). Less frequent but other important services included referrals to other agencies (15%), crime prevention information (13%), assistance with crimes compensation applications (7%) and court date and outcome information (6%).

V/CU's ability to reach the crime victims it targeted was evident in the analysis of their records. There was a disproportionately larger percentage of both elderly victims and victims of attacks against persons. These are the 2 major identifiable target sub-populations sought and the two groups

specifically mentioned in program goals.

The majority of cases (69%) required less than 1/2 hour of contact time with the clients to complete the service delivery. Fewer cases (31%) required 74% of service hours. This may in part be due to the high percentage of cases where the service involved a telephone discussion of the incident between client and volunteer, or to the high percentage of cases where information giving was the the main service activity.

The program's aim not to duplicate other services that may be available to crime victims in Calgary, and to refer to other social service agencies, is born out in the analysis. Although the program maintains strict criteria for referrals, records show that 206 referrals have been made in the 12-month period. The greatest percentage of these is to the Alberta Crimes Compensation Board. There was a notable absense of case refetrals to counselling agencies, as cases were more likely to be referred to agencies providing different types of service more specific to crime victimization (i.e., legal information, financial compensation, etc.)

Services are offered to the elderly proportionately more frequently than to other age groups, and in 'less serious' incidents. If the elderly were considered to need the same services as all other age groups, then it would not be surprising to find a higher refusal rate on their part because they are contacted on many proportionately more minor offenses. However, their refusal rate is similar to all other age groups (13% vs. 11%). We may cautiously

interpret this to mean that proportionately, they require services more frequently. However, due to different screening procedures, and the fact that staff complete Service Reports, based on their own perception of the service, further analysis would be required to support such a finding.

The analysis of elderly clients revealed that they received more crime prevention information and and counselling/support than did other age groups. They were not disproportionately represented as to sex, but there was a higher percentage of the elderly in the property offense category, possibly explaining some of the higher incidence of crime prevention information. Officers referred more elderly to the program than they did other age groups, indicating their differing perceptions of victims' needs,and V/CU activities. Contact with the elderly crime victim was more apt to lead to a home or hospital visit than with other age groups.

When Service Reports were analyzed according to offense types, it was found, not surprisingly, that attempted homicide victims, and that families of homicide victims and sudden deaths required more counselling and support, whereas theft and damage victims were more apt to require information. Offenses that were likely to require lengthy periods of contact were attempted homicide, sudden deaths and suicides. Officers were more likely to refer cases of (attempted) homicide, deaths or suicides than other offense categories.

CHAPTER 3

VICTIM QUESTIONNAIRE

Monitoring the service activities of the V/CU program (Chapter 2) is an important component of its evaluation, but provides only a partial assessment. It is also necessary to establish the appropriateness of and satisfaction with the services provided, from the point of view of the program's clients. This information can be compared against the experience of others who have not received such services. The following analysis will address these areas of interest.

As described in Chapter 1 (Research Design), a questionnaire was administered to crime victims in Calgary to determine whether they received any services after the victimization; whether the services they received were appropriate (the ones they needed); whether there were any service needs left unmet; and whether they were satisfied both generally and with specific agency services (see Appendix C - Victim Questionnaire). A survey was conducted of 272 crime victims who reported criminal incidents to the police. Treatment and comparison groups were established. (See Chapter 1 for a discussion of the research methodology and sampling techniques.)

The Treatment group was composed of 182 clients who were served by the V/CU and the Comparison group consisted of 90 crime victims not served (see Table 1.1). The establishment of the comparison group was made possible by the fact that the program was not established in all areas of the city until after February 1, 1983. This provided an opportunity to use crime victims in the area not receiving service as a control group. In fact, based on police statistics, that district most closely resembles total city crime rates.

It should be remembered that while this analysis is concerned mainly with the services provided within the V/CU and the police department, respondents were also asked about help they received elsewhere, and their satisfaction with those services. Further, they were asked a question which measured their overall satisfaction with all the crime victim services they received. Distinctions will be made between services offered by the V/CU program and others, where possible and appropriate. However, the program is only one of several in Calgary offering help to crime victims. Its aim is not to duplicate services, but to refer to other agencies where possible. It is possible that clients' perception of one agency may be colored by their experience with another, and results should be interpreted in this light. Therefore, although the services of the V/CU are the common thread running through this sample, the analysis of overall victim satisfaction with victim services will include analysis of satisfaction with other agencies and programs as well.

SERVICES NEEDED/PROVIDED

Respondents were first asked whether in their opinions, they required any victim services as a result of the incident. (Question 16a - "First, I would like to ask you whether, as a result of this incident, you needed any help or services either immediately or later? If you will keep in mind that when I talk about victim services, I'm including a wide range of services - it could be help that you needed right away, or other types of information and services that you needed or would have liked in the weeks and months following the incident?")

Table 3.1 indicates that within the Treatment group, more people received services than reported need for it. Of the 182 respondents interviewed, 56% (n=102) reported needing help, while 44% (n=80) reported no service needs. In the Comparison group, because indication of a service need was the pre-requisite for inclusion in the sample, 100% (n=90) reported they needed some service.

While this initially seems to indicate that V/CU is not targeting its outreach efforts at appropriate clients, it can be speculated that if service requirements are quickly satisfied by V/CU or others and are routinely and quickly taken care of, then it may be that respondents do not recall them as needs. Also, support/counselling was considered a service by staff, although it may not have been interpreted as so by clients. This service comprised a considerable proportion of service delivery.

Table 3.1: Number of respondents reporting service needs and types of services required.

SERVICE REQUIRED:	Treatment Group		Comparison Group		Total
	%	(n)	%	(n)	(n)
Yes	56	(102)	100	(90)	(192)
No	44	(80)	0	(0)	(80)
TOTAL	100	(182)	100	(90)	(272)

Valid cases = 272

TYPES OF SERVICES REQUIRED:	% of valid cases	(n)	% of valid cases	(n)	TOTAL	
Emergency	59	(60)	31	(28)	38	(88)
Non-emergency, (follow-up)	69	(70)	84	(76)	62	(146)
Total		(130)*		(104)*		(234)
Total number of valid cases		(102)		(90)		

* Totals may equal more than 100% of valid cases as respondents may have mentioned both emergency and non-emergency needs.

Nonetheless, it does point out the limitations of the main activity whereby prospective clients are identified, that is, by program staffs' screening of occurrence reports. It is not unreasonable to speculate that officers who have personal contact with victims, or the victims themselves may be in a better position to identify appropriate clients. If more clients were so identified, it may happen that time and effort spend providing 'unnecessary' services could be reduced. Implementation of a business card system (whereby all victims are given information where they might call for help) may also go a some way toward alleviating these discrepant figures.[19]

With regard to V/CU's target population and the criteria set for selection, the limited information on victims' concerns in police reports along with other concerns prompted staff to offer service in more rather than less cases, in order to help ensure that needy clients would not be missed. Using this method, victims at times reported very important concerns and needs, but often they simply discussed the incident and/or received some information about the case or some crime prevention suggestions. This indicates that some attention might profitably be given to fine tuning client selection criteria, in an attempt to decrease the number of clients contacted who do not require service.

An analysis of the types of services respondents reported needing show that 59% of the Treatment group (n=60) regarded these needs as emergency in nature,

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[19] A business card system was implemented after the client survey was completed. Therefore, the data under analysis does not reflect the possibly changed client population.

while 31% (n=28) of the Comparison group so indicated (see Table 3.1). This represents considerable variation. It is possible that the offer and provision of service heightened respondents perceptions of the urgency of their service needs or that the Treatment and Comparison group are dissimilar in their composition.

Respondents were then asked to detail their needs and to indicate the level of importance of these needs. Tables 3.2 to 3.4 illustrate their responses. As can be seen in Table 3.2, respondents attached a considerable level of importance to their needs; 95% reporting them to be important or very important. There is however significant variation here between the Treatment and Comparison groups. Significantly more Treatment group respondents (who said they had a need) were likely to indicate that the service needs was 'very important' rather than 'important'. This is consistent with their definition of the service needs as being more likely to be of 'emergency' in nature.

The types of services required by respondents were discussed in conjunction with analysis of the services that were actually delivered, given in response to the following question (17a.). "Now, I would like to ask you a few questions about the help you <u>received.</u> Again, keep in mind that I am including services that are available not only through the police department, but through any of the other criminal justice agencies (the courts, for instance) or other social service agencies." The responses to these questions indicate whether the services provided to victims were both appropriate <u>and</u> actually delivered. As multiple responses were allowed, e.g., when respondents required or received

Table 3.2: Level of importance of victim service needs as reported by respondents.

	Treatment group		Comparison group		TOTAL	
	%	(n)	%	(n)	%	(n)
Very important	83	(75)	65	(49)	75	(124)
Important	12	(11)	29	(22)	20	(33)
Not important	4	(4)	6	(5)	5	(9)
TOTAL	100	(90)	100	(76)		(166)

Missing cases - 26

x^2=11.7 df=4 α=.02

Table 3.3: Respondents' reception of victim services.

	Treatment Group		Comparison Group	
	%	(n)	%	(n)
Yes	92	(168)	24	(22)
No	8	(14)	76	(68)
TOTAL	100	(182)	100	(90)

Missing cases = 0

x^2=135.2 df=2 α=.0000

Table 3.4: Respondents reporting of the services they needed and those they received, for Treatment and Control groups.*

	Treatment group					Comparison group				
	1	2	3	4	5	6	7	8	9	10
TYPE OF SERVICE:	Needed		Received		%	Needed		Received		%
	%	(f)	%	(f)	%	%	(f)		(f)	%
Info. about cases	22	(22)	27	(45)	205	70	(63)	41	(9)	14
Property return	2	(2)	2	(3)	15	6	(5)	0	(0)	0
Support/counselling	64	(65)	45	(75)	115	23	(21)	9	(2)	10
Help in obtaining financial reparation	11	(11)	14	(24)	118	-	(0)	5	(1)	0
Court information	12	(12)	7	(12)	100	8	(7)	0	(0)	0
Witness management	8	(8)	4	(7)	88	19	(17)	9	(2)	12
Information about victim services	11	(11)	11	(18)	164	6	(5)	5	(2)	20
Repair to property	4	(4)	1	(1)	25	2	(2)	0	(0)	0
Crime prevention info	6	(6)	22	(37)	617	10	(9)	9	(2)	22
Referral	4	(4)	4	(7)	175	1	(1)	9	(2)	200
Medical attention	14	(14)	3	(5)	36	3	(3)	5	(1)	33
Transportation	8	(8)	4	(6)	75	6	(5)	5	(1)	20
Financial assistance	10	(10)	5	(9)	90	1	(1)	0	(0)	0
Other	13	(13)	2	(4)	31	28	(25)	0	(0)	0
Total f count		(190)		(256)			(164)		(21)	
Total percentage of services received to services needed			256/190 = 135%				21/104 = 13%			

Number receiving no help		3		14
Valid cases	(102)	(168)	(90)	(22)
# of services received per valid case		1.52		.95

% = % of valid cases
f = count, or number of responses
Percent (%) = column 4 / column 2; column 9 / column7.

* Frequencies (f) and percentages (%) may equal over 100% of valid cases as multiple responses were allowed.

more than one service, the count of services may total to more than the number of

valid cases. Of the Treatment group (those receiving service from V/CU), 92% reported that they had received some service (see Table 3.3), as opposed to 24% of the comparison group. Conversely, 76% of the comparison group received no service. Remembering that all comparison group respondents reported needing some help, this data shows that only slightly over 1 in 5 received it.

Respondents were then asked to detail the specific services they received and these are compiled in Table 3.4 and Figure 3.1. They are listed beside the corresponding reported service need in order to determine whether there is concurrence between services reported by respondents as needed and services received. Services are grouped together in this table into the 13 most common types. (See Appendix B for explanation of types of service.[28]

The first thing that is immediately apparent from this table is that, taken as a whole, Treatment group respondents received services in excess of what they had indicated as 'needed' (135%), while in the Comparison Group, respondents received only 13% of their expressed needs. To analyse the Treatment group

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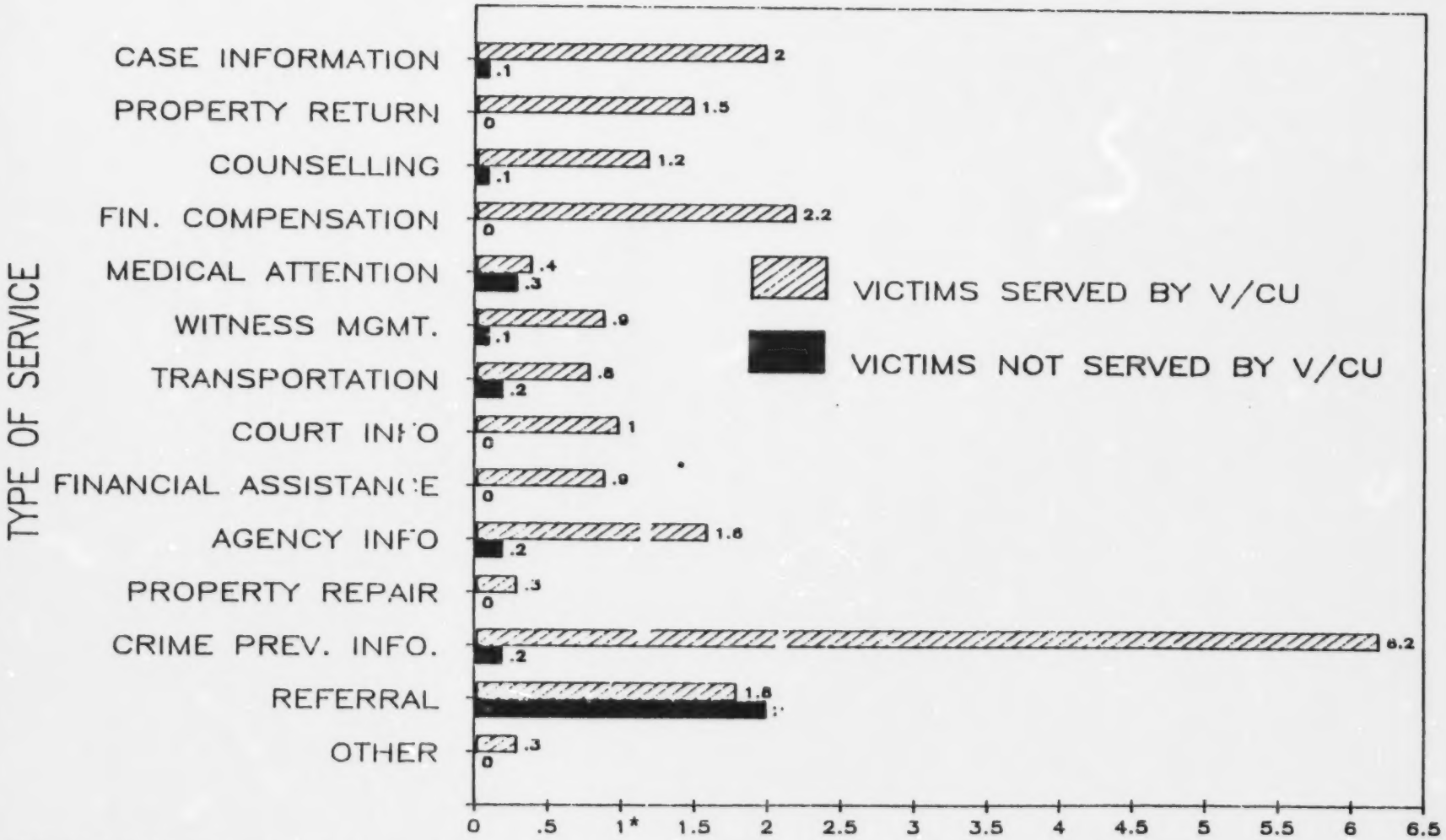
[28] A count of each service type (needed and received) is displayed (Columns 2, 4, 7, 9) along with the percentage of cases this number represents (Columns 1, 3, 6, 8). Columns 5 and 10 indicate the ratio of service needs that the services received represents (i.e., Column 5 = Column 4/Column 2; Column 10 = Column 9/Column 7). This table is the primary source of information about the differences in the services received by respondents of each group. Cases where ratios equal more than 1.00 indicate that services were 'received' more often than they were reported as a 'need'.

FIGURE 3.1: RATIO OF SERVICES RECEIVED TO SERVICES NEEDED (SEE ALSO TABLE 3.4)



* Value of 1 indicates services received are equal to services reported as needed.

CIC/840504

data, respondents notably received crime prevention information when they had not expressed this as a need (617%). V/CU staff report that offering crime prevention information is indeed a practice that is followed in the attempt to discourage future victimization. Other types of services more often received than cited as needs were information and help in obtaining financial reparation. Like crime prevention information, other case information is routinely given respondents. This sometimes eliminates the need for further phone calls to the police department and provides the victim with a case number for insurance claims, and facilitates future inquiries. In other words, some services are routinely provided even when the client does not expressly ask for them and this should not necessarily be interpreted as inappropriate or unnecessary service activities.

In other instances, respondents did not always receive the service they reported needing. For example, repairs to property, medical attention and transportation were received in .25, .36 and .75 of times needed. It appears that many of these unmet needs fall into the category of emergency services. As mentioned in Chapter 2, extent of officer referrals to V/CU is low, and further, they rarely call in cases of property offenses. However, the low activity rate on the 'repair to property' service indicates that although rarely requested, victims do at times need this service. It is difficult to understand why respondents reported <u>not</u> receiving medical attention (36%) when needed, as this is a primary concern of police officers who often provide the transportation to the hospital themselves.

Most other services appear to be provided by the V/CU in excess of their demand. The 'other' category included faster attention to the case by the police, increased patrols, more empathetic attitudes on the part of police officers, etc. Many of these 'needs' went unsatisfied (3190), but do not fall within the areas of V/CU activities.

There is certainly considerable contrast between the Treatment group and the Comparison group where only 21 of 164 (1390) expressed service needs were received. As can be seen, respondents were most successful in receiving referrals to other agencies, but were notably unsuccessful in other areas. Again, medical attention was received in only 33% of cases where needed, and all other categories of services were successfully received even less frequently (ie., 0 to 22% of the time).

The most frequently cited service received by Group 1 respondents was information about the case and its investigation, support or counselling, crime prevention information and assistance in seeking financial reparation. The Comparison group also requested these services most often, but with the addition of court information and witness management services. The Treatment group was considerably more successful in receiving these needed services than others.

In terms of satisfaction with the agencies that provided the services, there was a higher percentage of Treatment group respondents who were (very) satisfied than in the Comparison group (see Table 3.5). Overall, 74% of those receiving service from the V/CU and others reported that they were very satisfied as

Table 3.5: Satisfaction with agencies providing crime victim services.

TYPE OF SERVICE:	TREATMENT GROUP			COMPARISON GROUP		
	Very Sat.	Satis-fied	Not Sat.	Very Sat.	Satis-fied	Not Sat.
	%	%	%	%	%	%
Victim/Crisis Unit	76	17	7	Inappropriate		
Other police	74	17	9	44	25	31
Agencies providing compensation	62	19	19	100	-	-
Counselling agencies	62	-	38	-	-	-
Hospital	88	-	12	50	33	17
Agencies providing legal services	70	20	10	66	-	33
Shelter	50	33	17	-	-	-
Sexual Assault Centre	100	-	-	-	-	-
Other	62	19	19	0	50	50
TOTAL	74	16	10	43	27	30

Valid cases - Treatment group = 153
Comparison group = 19
Total =172

Table 3.6: Responses to Question 18A. "Was there any help/information that you needed, but did not receive?"

	Treatment Group		Comparison Group		
	%	(n)	%	(n)	
Yes	24	(43)	40	(36)	(79)
No	76	(139)	60	(54)	(193)
TOTAL	100	(182)	100	(90)	(272)

$x^2 = 7.06$ df=4 $\alpha = .008$

Table 3.7: Respondents reporting of services needed, but not received.

	Treatment Group		Comparison Group	
	%	(n)	%	(n)
Case information	15	(27)	28	(25)
Info. about legal rights and other victim services	5	(9)	17	(15)
Assistance in getting financial reparation	4	(7)	2	(2)
Counselling, support	4	(7)	1	(1)
Court information	4	(8)	2	(2)
Witness management	4	(8)	1	(1)
More police attention to case	2	(4)	9	(8)
Other (property repair or return, crime prevention information, etc.)	1	(2)	4	(4)
Total count of service needs		(72)		(58)
Number of respondents reporting needs	24%	(43)	40%	(36)
Number of valid cases		182		90

opposed to 43% of the other group. Looking specifically at satisfaction with the V/CU, satisfaction findings (76%, very satisfied) were consistent with the findings for the entire group. It is possible that a halo effect has been produced by V/CU's intervention, as satisfaction with the services provided by other police departments and personnel was on the whole higher in the Treatment group than in the Comparison Group. The offer of service, and offer of assistance in dealing with other agencies as opposed to reliance on the victim to seek it out themselves, may result in this variation.

Respondents were also asked whether there was "any help/information that (they) needed, but did not receive?" (Question 18a). Table 3.6 indicates that 24% of the Treatment group identified some such need while 40% of the Comparison group did so. These findings are significantly different ($x^2 = 7.06$, $\alpha = .008$).

When asked for particulars about the services not received (see Table 3.7), 15% of all Treatment Group respondents who were contacted reported that they required information about their cases and 5% wanted information about the services and legal rights available to crime victims. This is opposed to the 28% and 17% of Group 2 requiring these specific needs. Eight percent (8%) of The Treatment Group required information about their court cases or some other sort of witness service, while only 3% of the Comparison group required that service. In the Treatment Group, 4% each required counselling and financial assistance (or help in getting same) while only 1% and 2% respectively of Group 2 required these services. On the other hand, 9% of the Comparison Group complained that their incident did not get the police attention it deserved while 2% of the

Treatment Group cited that concern.

It appears from the above data that despite V/CU intervention some client needs still remain unsatisfied. Not all of these can be satisfied by the V/CU. For example, many victims request information about their cases that can only be answered by the investigating officer, and while V/CU will provide information about how to get in touch with officers, officers' working schedules can make it difficult for callers to reach them. To cite another example, V/CU staff may inform victims on the various sources of financial compensation, but have no control over how they are treated by these other agencies. Nonetheless, it may be appropriate for staff and volunteers to suggest that clients call them when they are experiencing difficulty with other agencies, and, where appropriate to act as advocates with other agencies for these victims.

While not presented in tabular form, it is interesting to note that 56% (n=23) of the 43 respondents in the Treatment Group who had some unmet need, attempted to get some help for their required needs. Only 9% (n=4) approached the V/CU. Others attempted to reach the police officer (21%, n=9) or went directly to some other agency involved (23%, n=10). The other 44% (n=20) did not pursue the matter.

A rationale often used in the decision to establish victim programs and a feature often discussed in needs assessments is victims' lack of awareness of their legal rights, and their limited access to the services available to them. Other frequent complaints by victims are difficulties in reaching police

officers or others who can help them, and their view that some officers lack concern about their needs.[21] The establishment of the V/CU was meant to address some of these concerns. Question 20 attempts to measure the program's success in reaching some of these goals. This question used a Likert-type scale. Statements were read to respondents who were asked to assign a number to the statement corresponding to their agreement or disagreement with it. Table 3.8 displays this data.

The results indicate that a significantly higher percentage of those contacted by the V/CU felt that they were "made aware of the help and services (they) could receive, and (their) rights as crime victims", (Table 3.8 (1), x^2= 46.32, α=2.00). This group was also more likely to report that they were "able to get in touch with people who could help me" (x^2=27.64, α=.00). These two features are possibly due to the program's practice of supplying information to crime victims regarding, for example, how to get compensation for injuries, what documentation is required and what claims may be eligible, where to get court information, or what other agencies might be helpful for them.

Respondents in the Treatment group were also more likely to report that they did receive the help or services that they needed (x^2=44.27, α=.00). In all, 67% of that group completely agreed with this statement, as opposed to 30% of those who were <u>not</u> contacted by the unit. Significantly more of this group also reported that the "police officer(s) paid attention to the problems (they) had

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[21] op. cit., Sansfaçon, D., 1983.

Table 3.8: Responses to Question #20.

	COMPLETE AGREEMENT 1	2	3	4	COMPLETE DISAGREEMENT 5	(n)
1. After the incident, I was made aware of the help and services I could receive, and my rights as a crime victim.						
	%	%	%	%	%	(n)
Treatment Group	53	21	10	2	14	(172)
Comparison Group	20	13	15	10	43	(87)

Missing Cases = 13

x^2=46.32 df=4 α=.0000

2. When I needed to, I was able to get in touch with prople who could help me.

Treatment group	70	11	8	3	9	(153)
Comparison group	38	11	14	11	26	(81)

Missing cases = 38

x^2= 27.64 df=4 α=.0000

3. After the incident, I received the help/services I needed.

Treatment group	67	10	7	6	9	(174)
Comparison group	30	11	23	5	31	(86)

Missing cases = 12

$x^2 = 44.27$ df=4 $\alpha = .0000$

4. The police officer(s) who investigated my complaint paid attention to the problems I had as a result of the incident.

Treatment group	72	9	7	3	9	(174)
Comparison group	51	11	12	4	23	(86)

Missing cases = 12

$x^2 = 13.74$ df=4 $\alpha = .008$

5. Based on my experience, I would say the Calgary Police Service is concerned about the needs and problems of crime victims.

Treatment group	74	12	7	2	6	(174)
Comparison group	37	25	20	8	10	(84)

Missing cases = 14

$X^2 = 34.69$ df=4 $\alpha = .0000$

as a result of the incident (x^2=13.74, α=.008) although the percentage difference between groups is less than for other of these statements (72% vs. 51% = 21% percentage difference).

Finally, a significantly higher percentage of respondents who were served by the V/CU agreed with the statement that "Based on my experience, I would say that the Calgary Police Service is concerned about the needs and problems of crime victims (x^2=34.69, α=.00).

To address the issue of whether V/CU staff provided their service in a manner acceptable to their clients, the Treatment group (only) was asked to respond to other Likert-type statements. Statements dealt with the courteousness of staff, the length of time between incident and contact by workers, and the extent of V/CU concern about the clients problems/service needs. To each of these statements, 79% or more clients responded favorably (see Table 3.9) indicating positive client reaction.

As a final question to measure client satisfaction, at the conclusion of the questionnaire, all respondents were asked, "Overall, are you satisfied with the services you received following the incident." Remembering that previous to this question, several others were asked which detailed specific services provided not only by the police department, but through the courts and other agencies that provide crime victim services (e.g., compensation boards, counselling services, etc.), this question attempted to measure respondents satisfaction with the totality of services they received. Table 3.10 indicates

Table 3.9: Responses to Question 20 (h-j).

	COMPLETE AGREEMENT				COMPLETE DISAGREEMENT	
	1	2	3	4	5	TOTAL
	%	%	%	%	%	(n)
h. The staff at the Victim/ Crisis Unit were courteous to me.	87	5	5	1	3	(174)
Missing cases - 8						
i. I was contacted by the V/CU within a reasonable length of time after the incident.	79	7	7	2	5	(160)
Missing cases - 22						
j. The V/CU was concerned about my problems/needs.	82	8	6	2	2	(168)
Missing cases - 14						

Table 3.10: Responses to question 21. "Overall, are you satisfied with the services you received following the incident?"

	Treatment Group		Comparison Group		
	%	(n)	%	(n)	
Very satisfied	67	(114)	22	(18)	
Somewhat satisfied	24	(41)	42	(34)	
Dissatisfied	9	(16)	36	(46)	
	100	(171)	100	(82)	(253)

Missing cases = 19

$x^2 = 52.06$ df=4 $\alpha = .0000$

that Treatment group respondents were significantly more satisfied with the services they received than were Comparison group respondents. It appears then that the services offered through the V/CU and others, whether they were the direct provision of services, their referral services, or their efforts in assisting clients to access services that were available elsewhere, resulted in a higher level of satisfaction (x^2=52.06, α=.00).

All respondents who reported being "somewhat satisfied" or "dissatisfied" were offered an opportunity to comment on the response, and to indicate concerns they had. This was presented as an open-ended quesiton. In all, 109 provided some comments and these are listed in Table 3.11.

First, it should be mentioned that a lower percentage of Treatment group respondents (29%, 53 of 182) expressed some dissatisfaction and made comments on this than did Comparison group respondents (62%, 56 of 90). Among those commenting, the area of most concern to respondents was police officers attitudes toward the victim, and respondents' inability to get in touch with officers when they wished to Treatment Group, 12%; Comparison Group, 28%). This concern also included respondents' frustration at officers not returning their calls. Another concern often mentioned by the Comparison Group was the lack of follow-up on a case after the initial contact by the police (28%). Not surprisingly, this is not nearly as frequently mentioned by the Treatment group (5%), as V/CU provides the follow-up call that was so frequently requested by the other group.

Table 3.11: Respondents concerns about services received.

TYPE OF CONCERN:	Treatment Group		Comparison Group		Total	
	%	(n)	%	(n)	%	(n)
No concerns reported	71	(129)	38	(34)		(163)
Concerns mentioned	29	(53)	62	(56)		(109)
TOTAL	100	(182)	100	(90)		(272)
CONCERNS MENTIONED:						
Lack of follow-up after initial contact	5	(9)	26	(23)		(32)
Speed with which victim services were delivered	2	(3)	1	(1)		(4)
Police attitude toward victim, or inability of victim to get in touch with officer	11	(21)	26	(23)		(44)
Judicial system and how it treats victims	9	(16)	8	(7)		(23)
Lack of policing in area, or crime rates which threaten citizen/victims.	1	(1)	2	(2)		(3)
Slowness of the compensation board.	2	(3)	-	(-)		(3)
TOTAL		(53)		(56)		(109)

Missing cases = 0

Both groups, however, shared some concerns about the way the judicial system treats victims (9% each). Comments on this concern included that court cases take too long, that offenders 'get off too lightly' and that little witness management was provided to the victim.

Access to Financial Compensation

A goal explicitly stated in V/CU literature is to ensure that people who are injured as a result of a crime and who suffer financial loss as a result of that injury are, where eligible, informed of their right to apply for compensation through the Alberta Crimes Compensation Board (ACCB), and are offered assistance in doing so.[22] The eligibility requirements of the ACCB are narrowly defined to include only specific types of claims such as medical expenses, lost wages and other specific claims. Information concerning crime victims knowledge of and experiences in making such claims was gathered in Supplement A of the Victim Questionnaire (see Appendix C). Questions concerned the extent of financial

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[22] The program also helps clients seek financial redress by assisting with (court-ordered) restitution claims and by providing information about Small Claims Court. This sample does not include sufficient numbers of these clients to allow for separate analysis of these services activities. It is generally thought however that program efforts to obtain restitution have not met with success. Although financial impact information is provided the Crown Prosecutor, it is infrequently addressed in court. When it is, there is no assurance that it will result in an award.

loss suffered by the crime victims, their knowledge of and experience with the ACCB. Data can be compared between the Treatment and Control groups.

Among the 2 groups, 41 respondents indicated that they suffered financial loss over $100 as a result of their injury. (Note that in all, 53 reported some financial loss, but 12 of these (23%) did not amount to over $100 thereby making a claim inappropriate.) Table 3.12 illustrates what occurred with respect to compensation claims in these cases.

Of the respondents who reported a loss over $100 (n=41), 89% (25 of 28) of the Treatment Group indicated they were informed of their right to apply for compensation as opposed to 31% (4 of 13) of the Comparison Group. Further, of these 41 cases, 86% (n=24) of the Treatment Group versus 23% (n=3) of the Comparison Group did make an application. Those figures illustrate the importance and benefits of V/CU's information giving service.

Due to the considerable length of time it takes to process and bring down decisions on claims, only less than half of all claimants had received a decision on their applications at the time of interview. In the Treatment Group, of all possible cases reporting loss over $100, 25% (n=7) resulted in awards and 15% were refused compensation (complicity in the incident is considered) or were denied due to ineligibility of the expense claim. Fully 46% were still under consideration. The number of Comparison Group applicants is too small to permit meaningful analysis of case dispositions.

Table 3.12: Crimes Compensation, applications and awards.

	Group 1 (Treatment)		Group 2 (Comparison)		TOTAL
	%	(n)	%	(n)	(n)
A. Number reporting loss over $100		(28)		(13)	(41)
% and # of A informed of right to apply for compensation	89	(25)	31	(4)	(29)
% and #of A not informed of right to apply for compensation	11	(3)	69	(9)	(12)
	n = 28		n = 13		
B. % and # of A who made application	86	(24)	23	(3)	(27)
c. Disposition of cases	n = 28		n = 13		n = 41
Awards made - % and # of A	25	(7)	8	(1)	30 (8)
Award refused or ineligible - % and # of A	15	(4)	8	(1)	18 (5)
Currently under consideration - % and # of A	46	(13)	8	(1)	52 (14)
TOTAL		(24)		(3)	100 (27)

Table 3.13: Amount of Alberta Crimes Compensation Board awards.

	Group 1 (Treatment) (n)	Group 2 (Comparison) (n)
$100 - 299	2	-
$300 - 499	2	-
$500 - 999	-	1
$1000 - 2999	1	-
$3000 and over	2	-
TOTAL	7	1

Table 3.14: Respondents satisfaction with award.

	Group 1 (Treatment)	Group 2 (Comparison)
Very satisfied	6	-
Somewhat satisfied	-	1
Not satisfied	1	-
TOTAL	7	1

B. Respondents comments on compensation awards.

Satisfied, positive comments	3
Amount of award insufficient	1
Inconvenient for claimant	1
Eligibility requirements too restrictive	2
Takes too long	2
TOTAL	9

Table 3.15: Alberta Crimes Compensation Board yearly statistics.

YEAR**	Number of Applications	Number of Decisions*	Amount of Payments	Number of days sitting: Edmonton	Calgary	Other	Total
1979	190	280	$460,848	29	14	3	46
1980	211	331	541,563	32	15	4	51
1981	204	297	474,808	25	14	1	40
1982	273	296	489,617	24	14	1	39
1983	405	443	724,551	32	23	0	55

* Decisions number more than applications as decisions taken in earlier applications may be discussed at a later date (e.g., if increase in award is warranted, or if award is a monthly payment over a period of time.

** Year end is March 31st of the year indicated.

Table 3.16: Number of Alberta Crimes Compensation applications by city.

	Edmonton	Calgary	Other Alberta	Outside Province	TOTAL
	% (n)	% (n)	% (n)	% (n)	% (n)
1979	42 (80)	23 (44)	21 (50)	8 (16)	(190)
1980	32 (69)	39 (83)	21 (46)	6 (13)	(211)
1981	39 (79)	26 (53)	26 (53)	9 (19)	(204)
1982	44 (119)	27 (75)	21 (58)	8 (21)	(273)
1983	32 (128)	44 (177)	7 (29)	17 (71)	(405)

The amounts of awards vary greatly from case to case, ranging from $100 to over $3000 (see Table 3.13) Data from the Comparison Group is not comparable due to the limited number of appropriate cases.

Respondents who received awards were asked whether they were satisfied with it. Six (6) of the 7 Treatment Group awardees reported that they were very satisfied, while 1 indicated dissatisfaction (See Table 3.14) All respondents who made applications were given the opportunity to comment on their experience. Comments were made by 9 of them (see Table 3.14). Other than the most frequent comment of satisfaction with their experience, 2 suggested that the eligibility requirements were too restrictive, and 2 complained about the length of time it takes for the Board to reach a final decision. The insufficiency of the award and the inconvenience to which the claimants were subjected, were mentioned once each.

On the basis of the above data, V/CU appears to be having some success in assisting crime victims obtain financial compensation from ACCB. In order to further investigate these initial findings, personnel from the Alberta Crimes Compensation Board were interviewed. Additionally, ACCB annual reports were examined to see whether V/CU activities resulted in any impact on their activities that could be seen on a macro level.

The ACCB representative indicated that, overall, their relationship with V/CU was "excellent" and that applications had "definitely risen" in Calgary. The "quality" of the applications was considered to be higher than from other

centers, as V/CU staff discourage obviously inappropriate claims. This was seen as an important feature of the interaction with V/CU as applicants often are irate when claims are denied due to ineligibility. The informant indicated that this was often caused by incorrect information from police officers. Further, telephone contacts between V/CU and ACCB often clarified some points concerning the application and it was felt that this contributed to speedier decisions, although this has not been documented.

With respect to the number of applications from Calgary, Tables 3.15, 3.16 and Figure 3.2 indicate that 1983 showed the highest percentage of Calgary applications for the last 5 years (44%), and that the ACCB conducted more sittings in Calgary that year than in any previous year.

This 1983 one-year period (April 1982 - March 1983) coincides with the date that V/CU began to routinely offer this assistance to clients. It remains to be seen whether this increase is maintained over a longer period of time. Nonetheless, based on the available evidence, V/CU appears to be successful in reaching its goals with respect to accessing crime victims to the ACCB.

Elderly Crime Victim Needs

The service requirements of the elderly following criminal victimization

Table 3.17: Composition of sample by age, treatment group only.

	TREATMENT GROUP					
	Under 65 years		65 years and over		TOTAL	
	%	(n)	%	(n)	%	(n)
Homicide, assault	49	(63)	3	(1)		(64)
Sex Offenses	22	(28)	3	(1)		(29)
Robbery	2	(3)	15	(6)		(9)
Housebreaking	15	(20)	69	(27)		(47)
Theft, damage	4	(5)	5	(2)		(7)
Other	8	(11)	5	(2)		(13)
TOTAL	77	(130)	23	(39)		(169)

Missing cases = 13 (age not given)

* The comparison group does not include any respondents aged 65 years or older.

Table 3.18: Services received by crime victims over 65 years (treatment group only).

TYPE OF SERVICE:	TREATMENT GROUP				TOTAL
	Under 65 years		65 years or older		
	% of responses	(n)	% of responses	(n)	(n)
Support/counselling	47	(35)	47	(16)	(71)
Information about case	25	(29)	29	(10)	(39)
Medical attention	3	(4)	-	-	(4)
Court information	10	(12)	-	-	(12)
Help in getting financial reparation	20	(23)	3	(1)	(24)
Info about other victim services	13	(15)	9	(3)	(18)
Help in getting financial assistance	4	(5)	9	(3)	(8)
Witness management	4	(5)	-	-	(5)
Transportation	4	(5)	3	(1)	(6)
Crime prevention information	20	(23)	32	(11)	(34)
Repair to property	1	(1)	-	-	(1)
Referral	5	(6)	3	(1)	(7)
Property return	2	(2)	-	-	(2)
Other	3	(4)	-	-	(4)
Total number of services reported		(189)		(46)	(235)
Average number of services per case		1.62		1.35	1.55
Valid cases		(117)		(34)	(151)

Table 3.19: Satisfaction with agencies providing crime victim services by age (Treatment group only).

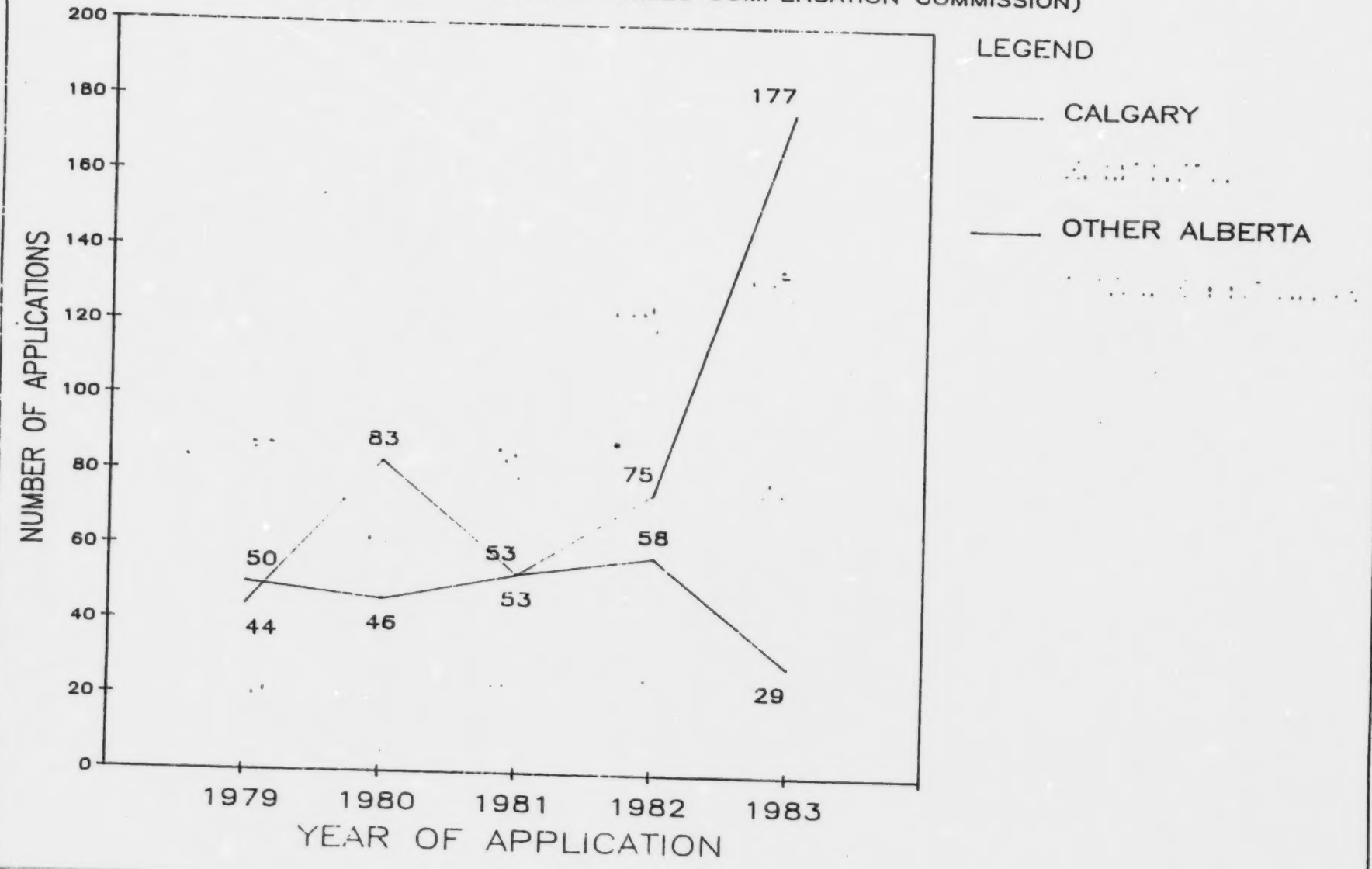
AGENCY OR TYPE OF SERVICE*:		TREATMENT GROUP Very Satisfied		Satisfied		Not Satisfied		TOTAL
		%	(n)	%	(n)	%	(n)	(n)
A. Victim/Crisis Unit	-65	72	(81)	20	(23)	8	(9)	(113)
	+65	93	(28)	7	(2)	-	-	(30)
B. Other police services	-65	71	(46)	17	(11)	12	(8)	(65)
	+65	81	(17)	19	(4)	-	-	(21)
C. Counselling agencies	-65	67	(6)	-	-	33	(3)	(9)
	+65	50	(2)	-	-	50	(2)	(4)
D. Other (Alta Soc Serv., probation officer)	-65	76	(13)	24	(4)	-	-	(17)
	+65	-	-	-	-	100	(4)	(4)
TOTAL - all agencies/ programs	-65	72	(194)	19	(50)	9	(25)	(269)
	+65	80	(47)	10	(6)	10	(6)	(59)

Valid cases -	A	B	C	D
-65	113	30	4	8
+65	30	13	3	4

Total frequencies may equal over 100% of valid cases as multiple responses were allowed.

* Respondents over 65 years did not utilize agencies providing financial compensation, hospitals, agencies providing legal services, shelter programs or sexual assault programs. As a result, satisfaction levels for these services are not displayed and compared against respondents under 65 years.

FIGURE 3.2: NUMBER OF ALBERTA CRIMES COMPENSATION APPLICATIONS BY PLACE OF ORIGIN & YEAR
(SOURCE -- ALBERTA CRIMES COMPENSATION COMMISSION)



have been speculated upon and indeed form, in part, the rationale for the creation of victim service programs. The previous chapter described the services that were provided the elderly by the V/CU over a one-year period. The victim survey, discussed in this chapter, allows for some analysis of their perceptions of the services, and their satisfaction with them.

In total, 39 respondents of 65 years or over were interviewed in this survey. All of these fell into the Treatment group. That is, there were no crime victims sampled from the comparison group (District 2) who were both 65 years or older and who responded that they had some service need after their victimization. It is therefore impossible to draw any comparisons between these two groups for the elderly and the following analysis is restricted to an elaboration of the data for elderly respondents in the Treatment group, and some comparisons between their responses and those of other age categories in that group.

The elderly sample is importantly different from those under 65 in respect to offense categories (see Table 3.17). Their lower rate of assault victimization and the fact that the V/CU focuses attention on the elderly housebreaking victim is reflected in this variation. Fully 69% of all elderly respondents included in the sample were victims of housebreakings (versus 15% for other age groups). There are also proportionately fewer homicide/assault and sex offense victims and more robbery victims among the elderly. These features should be kept in mind in the following analysis. In other respects, the elderly sub-population is not significantly different from the 'under 65 years' category (e.g., sex, type of contact with clients, percentage requiring service, type of service

Table 3.20: Treatment group responses to Question #20, by age.

	TREATMENT GROUP					
	COMPLETE AGREEMENT				COMPLETE DISAGREEMENT	TOTAL
	1	2	3	4	5	(n)
1. After the incident , I was made aware of the help and services I could receive, and my rights as a crime victim.						
	%	%	%	%	%	
-65	49	24	11	2	14	(124)
+65	74	9	6	-	11	(35)
x^2= 7.96 df=4 α=.09						
Missing cases = 23						
2. When I needed to, I was able to get in touch with people who could help me.						
-65	64	13	9	3	11	(109)
+65	91	-	6	-	3	(32)
x^2= 9.36 df=4 α=.05						
Misssing cases = 41						
3. After the incident, I received the help and services I needed.						
-65	61	14	9	7	10	(124)
+65	84	-	3	3	11	(37)
x^2=9.87 df=4 α=.04						
Missing cases = 21						

4. The police officer(s) who investigated my complaint paid attention to the problems I had as a result of the incident.

-65	65%	11%	9%	4%	11%	(123)
+65	85	3	3	3	8	(39)

x^2=6.17 df=4 α=.19
Missing cases = 20

5. Based on my experience, I would say the Calgary Police Service is concerned about he needs and problems of crime victims.

-65	71	14	7	2	6	(123)
+65	80	8	5	-	8	(39)

x^2= 2.56 df=4 α=.63
Missing cases = 20

Table 3.21: Treatment group responses to Question 20 (h,i,j) by age.

	TREATMENT GROUP					
	COMPLETE AGREEMENT				COMPLETE DISAGREEMENT	Total
	1	2	3	4	5	(n)
20h. The staff at the Victim/Crisis Unit was courteous to me.						
-65	89%	5%	4%	1%	1%	(118)
+65	91	3	3	1	3	(35)

x^2= 1.57 df=4 α=.81
Missing cases - 29

20i. I was contacted by the Victim/Crisis worker within a reasonable length after the incident.

-65	78	8	7	2	5	(110)
+65	88	-	6	3	3	(34)

x^2= 3.50 df=4 α=.47
Missing cases = 38

20j. The Victim/Service worker was concerned about my problems/needs.

-65	83	8	5	3	2	(116)
+65	82	9	6	-	3	(34)

x^2= 1.14 df=4 α=.88
Missing cases = 32

required - both emergency and follow-up, and level of importance attached to the needs). The services extended to the elderly in the treatment group are displayed in Table 3.18. When the total number of services provided were compiled, the average number of services received per client was actually less for the elderly group ($\bar{x}$=1.35) than for those under 65 years old ($\bar{x}$=1.62). As can be seen, a similar percentage of the elderly received support/counselling (47%) and information about the police investigation of their cases (29%) as did other age groups. On the other hand, fewer received help in obtaining financial reparation (3% vs. 20%) for the incident. This may be due to the fact that generally such assistance comes as a result of injury caused by assaults, and the elderly are not frequently assault victims. The lower incidence of assaults also in part accounts for the fact that no elderly persons received court information or witness management services as opposed to 10% and 4% of other age groups. There was a higher percentage of the elderly receiving crime prevention information, no doubt due to the disproportionate percentage of housebreaking victims in this sub-sample. In other categories of services, there does not appear to be significant variation between these age groups.

Perhaps because of the type of victimization experienced by the elderly, they did not utilize many of the agencies and programs available to crime victims other than police department services. Table 3.19 shows that out of 59 services provided the elderly, only 8 were from agencies other than the police department (C & D). These were counselling services (n=4), and 'other' services - Alberta Social Services and Community Health - Public Assistance (n=3), and probation

Table 3.22: Response to Question 21. "Overall, are you satisfied with the services you received following the incident", by age (Treatment group only).

	TREATMENT GROUP				
	Under 65 years		65 years or older		TOTAL
	%	(n)	%	(n)	(n)
VERY SATISFIED	61	(72)	79	(30)	(102)
SATISFIED	28	(34)	16	(6)	(40)
NOT SATISFIED	11	(13)	5	(2)	(15)
TOTAL	100	(119)	100	(38)	(157)

$x^2 = 4.6$ df=3 $\alpha = .20$

Missing cases = 25

office (n=1). In fact, none of this group received help from any of the senior citizen programs available in the city. The elderlies' satisfaction with the agencies delivering service was generally high for the V/CU and other police programs, but not statistically significantly higher than other age groups. On the other hand, levels of satisfaction were lower for agencies that provide counselling and for Alberta Social Services (Public Assistance). Regarding the latter, the help sought by elderly crime victims was for financial assistance as a result of the theft of money. It appears that this experience was not a satisfactory one for the 3 persons who required it.

As discussed in the previous section of this chapter, respondents were also asked to respond to Likert-type statements to measure their perception of their treatment by the V/CU staff and the extent to which they felt that they were made aware of and received the services they required. Responses are displayed in Tables 3.20 and 3.21. Like the Treatment group as a whole, all items showed favourable responses although in the majority of items the 'over 65' age group was more likely to "completely agree" with the statement. In only one case (Item 3. "After the incident, I received the help/services I needed") was there a significant difference (.04 level) between the under and over 65 age groups. In this case, 84% of the elderly versus 61% of other ages agreed with this statement. (These data must be cautiously interpreted due to low expected cell frequencies.)

Recognizing that for the Treatment group generally, there was a high degree of general satisfaction with services (Question 21, Table 3.10), when these data

Table 3.23: Treatment group responses to Question 18A, "Was there any help/ information that you needed, but did not receive", by age of respondent.

	TREATMENT GROUP				
	Less than 65 years		65 years or older		TOTAL
	%	(n)	%	(n)	(n)
YES	29	(38)	10	(4)	(42)
NO	71	(92)	90	(35)	(127)
TOTAL	100	(130)	100	(39)	(169)

$x^2 = 4.81$ df=1 $\alpha = .03$

Missing cases = 13

Table 3.24: Type of service required (but not provided) for treatment group respondents 65 years or over.

	TREATMENT GROUP (65 years or over)	
	% of valid cases	(n)
Case info (progress of investigation)	6	(2)
Information about legal rights and other victim services	6	(2)
Assistance in getting financial reparation	3	(1)
Witness management, court preparation	3	(1)
Home visit	3	(1)
Property repair	3	(1)
TOTAL COUNT OF NEEDS		(8)

Number of valid cases = 36
Number of respondents reporting needs = 4

were broken down according to whether the respondent was under or over 65 years, no significant difference was apparent at the .05 level (Table 3.22). Twelve (12) respondents (65+) made comments on their satisfaction and of these, 5 stated that their age made it necessary for attention to be paid their needs, 5 said that they would have liked a follow-up call from the officer or program staff to bring them up-to-date on the case investigation, and 2 mentioned they had some difficulty getting in touch with the investigating officer. It should be noted that police officers attitude was not mentioned as a complaint, while it was the most common complaint of other age groups (see Table 3.11).

Within the group who received help from the V/CU, it is apparent that a significantly lower percentage of the elderly could recall any service need that was not satisfied (Table 3.23). Only 4 (10%) elderly respondents indicated that they had unmet needs. These 4 pointed to 8 service requirements, thus averaging 2 each. The two most frequent requests (Table 3.24) were for information about the investigation of the case, and witness management services (court preparation). These data are echoed in elderly respondents general comments on the services they received. As mentioned above, there was a high degree of satisfaction (see Table 3.22), and negative comments centered around the need for some sort of follow-up information from the investigating officer or a victim service worker, and the difficulty in getting in touch with police officers.

To summarize, the services that are needed by and provided for the elderly and as reported by them, are not dissimilar to those of other age groups. It is

probable that most differences may be accounted for by the different kinds of offenses to which the elderly were subjected. Generally, the elderly are receiving the services they require and are satisfied with them. They do not appear to be accessing other senior citizen programs that could provide services, V/CU staff report that although offered, these are not generally needed, and the elderly victim frequently indicates that services available through V/CU are sufficient. When concerns or dissatisfaction were mentioned they generally centered around a need for information on the part of the victim or some difficulty reaching the investigating officer.

Service Needs by Offense Type

Respondents were also grouped by offense category to determine whether this factor led to significant differences in services needed received, and in the victims' levels of satisfaction with services. Assault, homicide, sex offenses, robberies and the 'other' category were grouped together to form the personal offense category (n=187), and housebreakings, thefts and damage were combined to form the property offense group (n=85, see Tables 3.25 and 1.5).[23]

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[23] The 'other' category consisted of suicides, traffic accidents, sudden deaths, etc.

Table 3.25: Composition of sample by offense category.

	Treatment Group		Comparison Group		TOTAL	
	%	(n)	%	(n)	%	(n)
Personal offense	68	(124)	70	(63)	69	(187)
Property offense	32	(58)	30	(27)	31	(85)
TOTAL	100	(182)	100	(90)	100	(272)

As can be seen, there are considerably more personal offense victims in both Groups. Not displayed, but also evident from the data was that in the Treatment group, there were more females in each the personal and property offense categories. It was also found in this group that the age composition showed a greater percentage of the 'elderly' property offense victims, and a greater percentage of the under 65 years age group in the personal offense category.

When respondents were divided into offense groups (see Table 3.26), it was noted that in Group 1, more personal than property offense victims were apt to indicate that they had at least one service need ($\overline{x}$ =3.04, α=.08), and also reported this as an emergency need (% difference = 17%). Overall, however, non-emergency service needs were more frequently reported by both property and personal offense victims.

The level of importance placed upon receiving the service was not significantly different between offense groups, both generally reporting to be very important (85% vs. 77%). In the comparison group, significantly more victims of personal offenses were apt to rate their needs as very important than victims of property offenses (x^2=9.3, α=.02).

The following details the experience of only the Treatment Group, unless otherwise mentioned. With regard to the services received by the property and personal offense groups, 91% and 93% respectively reported that they did receive them (see Table 3.27). The types of services provided to each group (see Table 3.28) are different in the following respects. Property offense victims

Table 3.26: Respondents reporting service needs and type of service required, by offense types.

SERVICE REQUIRED:	Property Offense		Personal Offense		TOTAL	
	%	(n)	%	(n)	%	(n)
Yes	46	(26)	60	(76)	56	(102)
No	54	(30)	40	(50)	44	(80)
TOTAL	100	(56)	100	(126)	100	(182)

$x^2 = 3.04$ df=1 $\alpha = .08$
Missing cases = 0

TYPE OF SERVICE REQUIRED:	Property Offense		Personal Offense	
	%	(f)	%	(f)
Emergency	46	(12)	63	(48)
Non-emergency	77	(20)	66	(50)
TOTAL NUMBER OF RESPONSES*		(32)		(98)
TOTAL NUMBER OF VALID CASES		(26)		(76) (102)

* Totals may equal more than valid cases as respondents may have reported both emergency and non-emergency needs.

Table 3.27: Respondents reception of victim services, by offense (Treatment Group only).

	TREATMENT GROUP					
	Property Offense		Personal Offense		TOTAL	
	%	(n)	%	(n)	%	(n)
YES	91	(51)	93	(117)	92	(168)
NO	9	(5)	7	(9)	8	(14)
TOTAL	100	(56)	100	(126)	100	(182)

Missing cases = 0

Table 3.28: Respondents' report of services received, by offense type (Treatment Group only).

	TREATMENT GROUP				
	Property Offense		Personal Offense		TOTAL
	%	(f)	%	(f)	(f)
Case Information	37	(19)	22	(26)	(45)
Property return	4	(2)	1	(1)	(3)
Support/Counselling	41	(21)	46	(54)	(75)
Help in obtaining reparation	4	(2)	19	(22)	(24)
Court results	6	(3)	8	(9)	(12)
Witness management	6	(3)	3	(4)	(7)
Information about other agencies and services	10	(5)	11	(13)	(18)
Repair to property	2	(1)	-	(-)	(1)
Crime prevention information	37	(19)	15	(18)	(37)
Referral to agency	2	(1)	5	(6)	(7)
Medical attention	-	(-)	4	(5)	(5)
Transportation	2	(1)	4	(5)	(6)
Assistance with financial needs	6	(3)	5	(6)	(9)
Other	4	(2)	2	(2)	(4)
TOTAL RESPONSES		(82)		(171)	(253)
Number of valid cases		51		117	168
Average number of services per case		1.61		1.5	

Table 3.29: Response to Question 18a, "Was there any help/information that you needed, but did not receive", by offense type (Treatment Group only).

	TREATMENT GROUP				
	PROPERTY OFFENSES		PERSONAL OFFENSES		TOTAL
	%	(n)	%	(n)	(n)
YES	18	(10)	26	(33)	(43)
NO	82	(46)	74	(93)	(139)
TOTAL	100	(56)	100	(126)	(182)

x^2=1.07 df=1 α=.30

Table 3.30: Response to Question 19a, "Since the incident, have you or any member of your household done anything that you did not do before to protect yourselve or your property from crime?", by offense type.

	TREATMENT GROUP						COMPARISON GROUP					
	Property		Personal		Total		Property		Personal		Total	
	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%	(n)
YES	55	(32)	31	(38)	43	(70)	85	(23)	51	(32)	66	(55)
NO	45	(26)	69	(86)	57	(112)	15	(4)	49	(31)	34	(35)
TOTAL		(58)		(124)		(182)		(27)		(63)		(90)

Missing cases = 0

Table 3.31: Responses to Question 21, "Overall, are you satisfied with the services you received following the incident?", by offense type.

	TREATMENT GROUP			COMPARISON GROUP		
	Property Offense	Personal Offense	Total	Property Offense	Personal Offense	Total
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
Very Satisfied	72 (39)	64 (75)	67 (114)	21 (5)	22 (13)	22 (18)
Somewhat Satisfied	17 (9)	27 (32)	24 (41)	38 (9)	43 (25)	42 (34)
Not Satisfied	11 (6)	9 (10)	9 (16)	42 (10)	32 (20)	36 (30)
TOTAL			(171)			(82)

Valid cases = 253

received proportionately more information regarding the investigation of their case (37% vs. 22%), and crime prevention information (37% vs. 15%) than the personal offense group, and less help in obtaining financial reparation (4% vs. 19%). This last service is more frequent among personal offense victims as they may be eligible for crimes compensation assistance. Other than these service types, there were no other large percentage differences in services received by each group. Satisfaction with the agencies delivering services for both offense groups was generally positive and did not reveal any significant differences (see above discussion of satisfaction with agencies).

Respondents were also asked if there was any services that they required but did not receive (see Table 3.29). When divided according to offense type there were more Yes responses among the property offense respondents. Although the percentage difference between property and offense groups was 8%, (18% vs. 26%) this was not significant at the .05 level.

It was interesting to note that in the Treatment group more victims of property than personal offenses were likely to indicate that they (or another member of their household) took some action to protect themselves or their property from future criminal incidents. Interestingly, the Comparison group as a whole had a higher percentage of respondents who reported making security or activity changes (66% vs. 43%- see Table 3.30). Not surprisingly, the type of crime prevention activity was closely related to the offense type as victims of property offenses tended to secure their property with new locks, etc., while personal offense victims were more apt to change their activity patterns (e.g.,

not go out alone, not go out at night, etc.).

When the two offense groups were compared for their overall satisfaction with the services they received following the incident, proportionally more property offense victims reported that they were very satisfied (72% vs. 64%), however this finding was not significant at the .05 level (Table 3.31). These findings were also consistent within the Comparison group.

To summarize, when treatment and comparison groups were divided into property and personal offense categories, it was found that 1) the groups were similar in reporting that they did receive the victim services needed and 2) there were some differents in the types of services provided. Satisfaction with services was generally high and did not show significant variation between groups. Neither offense group appeared to have a significantly higher percentage of unmet needs, which indicates that the program is not targeting on one offense type at the expense of others.

Service Needs when Charges Laid

As mentioned above, needs' studies have consistently indicated victims' desire for information about their cases. The information requested does not

end with information on police activities concerning the case, but includes information on the progress of the case through court. While there is continuing debate concerning which agency should be provided this service, and whether it should be offered at all, the V/CU does, to a limited extent, include this service in their goals and activities (see Chapter 2 - Program Goals (4b, 5), and Table 2.4).

The data collected from crime victims provides an opportunity to compare victims' needs, reception of services and satisfaction with services in cases where charges are laid and where they are not.

The composition of the sample according to whether or not charges were laid in given cases is displayed in Table 3.32. As can be seen, there were 91 cases where charges were laid, 60 in the Treatment Group and 31 in the Comparison Group. These cases amount to approximately 35% of each of their respective sub-samples.

Table 3.33A indicates that when charges were laid, a greater percentage of victims reported that they required some service (78% vs. 57%). There was also some percentage difference in the reported need for non-emergency services (that would include charging and court information) between these groups (Table 3.33B). This difference (7%) is not statistically significant. When analyzed for the type of service required (Table 3.34) it was found that the desire for 'police' case information on the part of respondents was somewhat higher than with the 'no charge' group (50% vs. 39%), and that support/counselling needs

Table 3.32: Sample composition by whether charges laid (Treatment and Comparison groups).

	TREATMENT GROUP		COMPARISON GROUP		TOTAL	
	%	(n)	%	(n)	%	(n)
CHARGES LAID	36	(60)	34	(31)	37	(91)
NO CHARGES LAID	64	(122)	66	(60)	63	(181)
TOTAL		(182)		(90)		(272)

Table 3.33: Respondents reporting service needs and types of services required, by whether charge laid or not (Treatment and Comparison groups).

SERVICE REQUIRED:	CHARGE LAID		NO CHARGE LAID		TOTAL	
	%	(n)	%	(n)	%	(n)
Yes	78	(71)	57	(104)	64	(175)
No	22	(20)	33	(77)	36	(97)
TOTAL	100	(91)	100	(181)	100	(272)

Valid cases = 272

TYPES OF SERVICES:						
Emergency	42	(30)	47	(49)	37	(79)
Non-emergency	81	(58)	74	(77)	63	(135)
TOTAL RESPONSES		(88)		(126)		(214)
Valid cases		(71)		(104)		(175)

Table 3.34: Respondents' reporting of services needed, by whether charges laid.

	CHARGES		NO CHARGES	
	%	(n)	%	(n)
Support/Counselling	27	(19)	46	(n)
Case information	50	(35)	39	(30)
Medical attention	10	(7)	8	(8)
Court information	18	(13)	4	(4)
Help in obtaining financial reparation	8	(16)	3	(3)
Information about other agencies and services	8	(6)	6	(6)
Financial assistance	7	(5)	5	(5)
Witness management	20	(14)	10	(10)
Transportation	8	(6)	5	(5)
Crime prevention information	6	(4)	10	(10)
Repair to property	3	(2)	2	(2)
Referral	3	(2)	3	(3)
Property return	1	(1)	4	(4)
Other	18	(13)	17	(18)
TOTAL number of needs mentioned		(133)		(167)
Number of valid cases		71		104
Average number of needs per case		1.9		1.6

showed considerable lower reportage (27% vs. 46%). Not surprisingly, the demand for court information and witness management was greater in the 'charges' group. Table 3.34 also indicates that the mean number of needs expressed was higher in cases where charges were laid as opposed to no charges laid (charges laid, $\bar{X}$=1.6 vs. no charges laid, $\bar{X}$=1.9).

Table 3.35 shows that in cases where charges were laid, there was a dramatic difference in the services that were provided between the treatment and comparison groups. In the comparison group, only 10 services were provided as reported by respondents (n=31), as opposed to 103 services provided to the 60 cases in the Treatment group. Not only did the Treatment Group receive court information and services but Table 3.35 also indicates that they were more apt to receive other kinds of service.

More detailed information about the type of court information respondents had was able to be gathered on 74 of the 91 cases where an individual was charged. To summarize those findings, 87% of the Treatment group versus 58% of Group 2 reported that they knew or were told that charges had been laid or an arrest made over their incident. Additionally, 82% vs. 50% of these were told the first appearance date of the convicted party. The V/CU was the party that provided this information to the respondent in 23% of these cases (Group 1). Regarding the outcome of the case, 65% of the Treatment group versus 30% of the Comparison group were informed of the outcome of the case. In the Comparison group, the victim nearly always learned of this in court (86%), while in the Treatment group, respondents were told by V/CU or the police officer, and only 41% were

Table 3.35: Respondents' reports of services received, where charges laid, by Group.

	CHARGES LAID			
	Treatment Group		Comparison Group	
Support/counselling	30	(21)	-	-
Case information	25	(18)	5	(5)
Medical attention	3	(2)	-	-
Court information	14	(10)	-	-
Assist. with financial reparation	25	(18)	-	-
Info. about other services	8	(6)	-	-
Financial assistance	7	(5)	-	-
Witness management	6	(4)	2	(2)
Transportation	6	(4)	1	(1)
Crime prevention information	10	(7)	-	-
Repair to property	1	(1)	-	-
Referral	4	(3)	-	-
Property return	1	(1)	-	-
Other	4	(3)	2	(2)
TOTAL number of services delivered		(103)		(10)
Number of valid cases		(60)		(31)
Ratio of number of services to number of clients		1.72		.32

present in court to hear this information. A significantly higher percentage of the Treatment Group versus the Comparison Group agreed that they received enough and adequate information on 'their' court cases. Finally, in cases where charges were laid, a significantly higher percentage of the Treatment group reported that "overall, (they were) satisfied with the services received following the incident" (x^2 =23.28, α=.000). The percentage reporting satisfaction was in fact higher than any other sub-group analysed or for the Treatment group as a whole, indicating a positive victim response to the service.

SUMMARY

The above analysis examined the Victim/Crisis Unit's activities from the perspective of its clients - crime victims. Information was gathered from crime victims both served and not served by the V/CU. The telephone questionnaire tapped respondents need for, reception of, and satisfaction with services.

First, it was found that those served by the V/CU received services in excess of what they expressed as needed. This was attributed mainly to the program's practice of supplying clients with certain case information and crime prevention information regardless of whether it is requested by the client. The most commonly expressed needs were the need for counselling and support, the need for

case information and the need for medical attention. The most commonly received services were counselling, information about a case and crime prevention information. This experience of the Treatment group was considerably different from the Comparison group where only .13 of their expressed service needs were received (see Figure 3.1). In almost every service category, the Comparison group did not receive the services they needed with the exception of referrals to other agencies (needed in 1 case, received in 2 cases).

In terms of satisfaction with the agencies providing the services, more Treatment group respondents reported that they were very satisfied than did the Comparison group (74% v. 43%). That is, those served by V/CU also reported more satisfaction with other agencies than did the Comparison group. This leads us to suggest that a halo effect is produced when one agency helps clients with their needs.

When asked about service needs that were left unmet, significantly fewer Treatment group respondents experienced this versus the Comparison group (24% vs. 40%). Case information was the most frequently mentioned unmet need, followed by information about victims' legal rights and other crime victim services, and the need for more police attention to their cases. Some unmet needs did not fall within the activity domain of the V/CU.

V/CU clients were significantly more likely than Comparison group respondents to report -

- that they were made aware of available help and their legal rights;

- that the police officers paid attention to the problems they had as a result of the incident; and

- that the Calgary Police Service is concerned about the needs and problems of crime victims.

Also, 79% or more reported that V/CU staff were courteous, prompt and concerned.

The most frequently mentioned concerns of respondents, or sources of dissatisfaction involved some officers' negative attitudes toward victims, respondents' inability to get in touch with officers, lack of follow-up on cases and some dissatisfaction with the way that victims were treated in the criminal justice system.

V/CU clients accessed the services of the ACCB considerably more often than others. Appropriate V/CU clients were informed of their right to apply for compensation in 89% of cases as opposed to 31% of others. Eighty-six percent (86%) of all eligible did apply as opposed to 23% of the other group. Finally 25% of all eligible cases resulted in awards, as opposed to 8% of the comparison group.

When the data was broken down according to the age of respondents, it was found that the services needed by and provided for the elderly were not

dissimilar from those of other age groups. (It should be remembered that the composition of the elderly sub-sample was significantly different from other age categories - see above.) It was speculated that the differences in service might be accounted for by the different kinds of offenses to which they were subjected. Generally, the elderly received the services they required and were satisfied with them. They did not appear to be accessing other senior citizen programs as had been initially anticipated.

Property and personal offense victims, when analyzed separately, reported using different types of services. Property offense victims received proportionately more information about the investigation of their cases, more crime prevention information, and less help in obtaining financial reparation. More personal than property offense victims indicated that they had at least one service need and also were significantly more likely to rate the need as very important. Neither offense group had a significantly higher percentage of unmet needs. Property offense victims were more likely to indicate they were satisfied with the services they received than personal offense victims, but this finding was not statistically significant.

A greater percentage of these respondents in whose cases charges were laid, reported they required some service. The mean number of needs expressed was also higher for this group ($\overline{x}$ = 1.9 vs. 1.6). Not surprisingly, much of these needs centered around court information and the desire for police 'case' information.

In the Treatment group when charges were laid, respondents not only received more court information and services, but they were also more apt to receive other types of services. Regarding the specifics of court cases, 87% (Treatment group) vs. 58% (Comparison group) reported they knew or were told that charges were laid, and 65% versus 30% were informed of the outcome of the case. Finally, a significantly higher percentage of the Treatment group versus the Comparison group felt they received adequate information on their court cases.

In conclusion, the services provided by the V/CU have been positively received by the clients it intends to serve. Program activities have resulted in a crime victims reporting a significantly higher level of satisfaction with the services they received. They also reported positive attitudes about the Calgary Police Service generally.

CHAPTER 4

POLICE COMMUNITY RESPONSE TO PROGRAM

Because the Victim/Crisis Unit operates within the police department, is sponsored by them and relies to some extent on individual officers to identify appropriate clients for the program, a questionnaire was administered to police personnel to determine the program's level of acceptance and use by uniformed personnel. Additionally, as police personnel have the first, and often times most important contact with crime victims, their attitudes and activities were considered to be of pivotal importance to the success and acceptance of the program.

As described in Chapter 1 (Research Design), a questionnaire was administered to 100 non-commissioned police officers who participated in three different Arrest and Control Techniques courses. These officers were drawn from areas of police work that have contact with crime victims, such as District officers (90%) and the support and tactical staff (10%, see Table 1.6).

The questionnaire was divided into three different areas considered by program staff to be important indicators of program success or goal achievement. They were -

1. police officers' exposure to information about the program;

2. police officers' use of and referral to the program; and

3. police officers' attitudes about and acceptance of the V/CU program.

It was hypothesized that positive findings in each of these three components would indicate that the program had achieved some of the goals it had set out for itself. Further, the data would also pinpoint areas where program education activities might concentrate in the future.

1. Police Officer Knowledge of the V/CU Program

While not explicitly stated in program goals (which outline only victim-specific goals), it was implicitly assumed that acceptance of the program by street personnel was a necessary prerequisite to satisfaction of 'victim' goals. It was rationalized that because police officers' contact with victims was primary both in time and importance, their knowledge and attitudes about the victim program would be pivotal in determining whether victims accessed the program, and did so at the time that they required the service. Because this would not be possible if officers had little or incorrect information about the program, acceptance of the program was thought to be indirectly related to the

information officers had about it and its activities. Without such information, officers would be unlikely to refer appropriate clients, or indeed, would be able to give no or inappropriate information to crime victims.

To tap the level of information police officers had about the program several general and specific questions were asked. First, to generally determine their level of knowledge, respondents were asked the following question (#8). "If a crime victim asked you about the Unit, do you think you've been provided with enough information to describe it?" To limit response acquiescence, and to check for respondents' views of the level of knowledge of all police officers, they were also asked "To what degree do you think that the services provided by the Victim/Crisis Unit are known to police officers?" Responses to these items are displayed in Table 4.1.

As can be seen, respondents generally attributed a greater level of knowledge of the program to themselves than they did to other police officers. Although these two questions are not directly comparable, 86% reported that they themselves could fully or somewhat describe the program to crime victims, while 74% felt that it was very or fairly well known to police officers in general. To each of these questions, only 1% reported that they had 'no' information or that the program was not at all well known to other officers. An important percentage however felt that they personally had "little" information about the program (14%), or that it was "not very well known" to police officers generally (25%). When responses to these questions were elaborated according to the length of respondents' service years, there were no significant statistical differences

Table 4.1: Respondent estimations of the extent to which V/CU is known to themselves and other officers

Question #8:	Can Describe Fully	Can Describe Somewhat	Have Little Information	Have No Information
Degree to which respondents can describe Unit	13 (12)	73 (70)	14 (13)	1 (1)
		86%		

Missing cases - 4

Question #1:	Very Well Known	Fairly Well Known	Not Very Well Known	Not at all Well Known
Degree to which respondents think programs is known to all police officers	9 (9)	65 (65)	25 (25)	1 (1)
		74%		

Missing cases - 0

Table 4.2: Police officer exposure to V/CU staff and program information.

	Yes	No	Total
Question #2: Have you ever met or talked to any V/CU staff?	80 (80)*	20 (20)	100 (100)
Missing cases - 0			
*This figure represents a combination of two response options whichmay be broken down as follows:			
Yes, I have met staff personally	67		
I haven't personally met staff but have talked to them on the phone	13		
TOTAL n =	80		
Question #3: Have you ever seen the V/CU pamphlets?	39 (34)	61 (54)	100 (88)
Missing cases - 12 (don't know or can't recall)			
Question #7: Have you ever attended a meeting where V/CU provided information on the unit and the services it provides?	26 (26)	72 (67)	100 (93)
Missing cases - 7			

Table 4.3: Respondent estimation of the extent V/CU program is known to themselves by exposureto formal presentations.

Attendance at V/CU presentation:	Question #8: Degree to which respondent can describe unit to clients					
	Fully or somewhat		Little or no information		TOTAL	
	%	(n)	%	(n)	%	(n)
Yes	92	(24)	8	(2)	100	(26)
No	84	(56)	16	(11)	100	(67)
	86	(80)	14	(13)	100	(93)

Missing cases - 7

$x^2 = 1.5$, df = 3, $\alpha = .68$

Table 4.4: Officer referral to V/CU by attendance at program presentations.

A. Attendance at V/CU presentations:	Have you ever advised a crime victim to call V/CU? Frequently/ Sometimes		Rarely/ Never		TOTAL	
	%	(n)	%	(n)	%	(n)
Yes	89	(23)	11	(3)	28	(26)
No	79	(53)	21	(14)	72	(67)
TOTAL	81	(76)	19	(17)	100	(93)

$x^2 = 2.6$, df = 3, $\alpha C = 0.46$

B.	Have you ever asked personnel from the Unit to contact someone whom you felt could use some help?					
Yes	62	(16)	38	(10)	28	(26)
No	33	(22)	67	(45)	72	(67)
TOTAL	41	(38)	60	(55)	100	(93)

$x^2 = 11.6$, df = 3, $\alpha C = .01$

C.	Have you ever called for a crisis worker to attend at the scene of an incident?					
Yes	77	(20)	23	(6)	28	(26)
No	78	(52)	22	(15)	72	(67)
TOTAL	77	(72)	23	(21)	100	(93)

$x^2 = .005$, df = 1, $\alpha C = .94$

in the levels of knowledge between respondents with under 2, 2 - 5, 6 - 10, or over 10 years of service. Further, respondents' deployment in district offices or as members of special units (e.g. strike force, traffic, canine) did not appear to be related to their reported level of knowledge.

When respondents were asked whether they had met program staff and been exposed to specific program information (Table 4.2), it was apparent that while the great majority (80%) had met or talked to V/CU staff, far fewer had been exposed to their formal presentation (28%) at zone days, etc., or were familiar with the V/CU pamphlet (39%). Discussion with a program administrator indicated that the formal presentations to district personnel which had been conducted earlier on in the program did not result in increased referrals from officers and were therefore suspended.

To determine whether attendance at a formal presentation was related to reporting a greater degree of knowledge about the program, responses were broken down according to whether or not respondents had attended formal presentations. While the percentage reporting knowledge of the program was high if respondents attended presentations, these findings were not significantly different from those who had not (see Table 4.3).

Nor did attendance at these presentations appear to influence the propensity for officers to advise victims to call the unit or to call for the assistance of a crisis worker (see Table 4.4). Attendance at formal presentations was however statistically related to requesting V/CU staff to contact crime victims whom

Table 4.5: Respondents exposure to and impact of training videos featuring victim concerns.

		Police Response to Victims		(10-11's) Domestics	
		%	(n)	%	(n)
a) Have you seen this training video?	Yes	62	(62)	66	(66)
	No	19	(19)	18	(18)
	Can't Recall	19	(19)	16	(16)
		100	(100)	100	(100)
	Missing cases		(0)		(0)
b) How helpful/informative was it?	Very	17	(10)	15	(10)
	Fairly	80	(47)	69	(45)
	Not very	3	(2)	14	(9)
	Not at all	-	(-)	2	(1)
		100	(59)	100	(65)
	Missing cases		(3)		(1)
c) As a result of viewing the video are you likely to use the V/CU?	More than previously	38	(22)	29	(18)
	The same as previously*	62	(36)	71	(45)
	Less than previously	-	(-)	-	(-)
		100	(58)	100	(63)
	Missing cases		(1)		(2)

*Includes cases where officers responded that they had not previously

used the Unit, and did not intend to in the future.

Table 4.6: Respondent knowledge of volunteers, by area of deployment and length of service in police department.

	Knowledge of program use of volunteers:		
	% (n)	% (n)	% (n)
	Yes	No/Unsure	Total
Previous to this questionnaire, did you know that V/CU uses volunteers to provide services to crime victims?	59 (58)	41 (41)	100 (99)
Missing cases = 1			
Respondent works in a district office	68 (48)	32 (22)	100 (70)
Respondent works in a special unit	29 (5)	61 (12)	100 (17)
$x^2 = 7.24$, df = 1, $\alpha = .01$			
Missing cases = 13			
Five or less years of service	57 (21)	43 (16)	100 (37)
Over 5 years of service	64 (32)	36 (18)	100 (50)
$x^2 = 8.79$, df = 1, $\alpha = .03$			
Missing cases - 13			

they felt needed some attention or service (B). More of those who attended presentations reported that they frequently or sometimes requested V/CU to contact parties as opposed officers who had not participated in the presentations (62% vs. 33%). It may be that while the presentations do not necessarily increase participants' knowledge of program activities, they may reinforce existing knowledge. Also, by keeping officers aware of the program, they may act as a reminder to request V/CU help or to refer to the program.

The V/CU program has also used another medium to increase police officer awareness and referrals, that is, through the development and use of in-service training videos. These videotapes, usually 10 to 15 minutes in length, focus on topics of interest to members and are shown at parades (the beginning of shifts when all officers receive their instructions) and other forums where officers gather. They are produced by the department's Training Section. Two training videos with information about V/CU were developed. They were "Police Response to Victims" and "10-11's" (Domestic Assaults).[24] Table 4.5 outlines the impact of viewing these two videos on respondents inclination to use the services of the V/CU. First, these data indicate that over 6 of every 10 police officers viewed each video (62% and 64% respectively). When these figures were broken

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[24] Police Response to Victims showed various scenarios in which crime victims might need special services (e.g. the elderly victim of a housebreaking, the 'ethnic' victim, the sexual assault victim), informed officers of these special needs and suggested officers refer such cases to the V/CU or other specialized units. The domestic assault video "10-11's" enacted a typical domestic assault, instructed officers on the proper techniques to use in handling them, and described the benefits of requesting and using the special skills of crisis workers.

down to examine the deployment areas of respondents who viewed the videos, it was found that proportionately more came from district offices (83% and 86%) as opposed to special units (17% and 14%). Of those who saw the videos, 15-17% found them very informative or helpful, and 29-38% reported that it increased the likelihood that they would use (refer clients to) the program. On the other hand, approximately 6 of every 10 respondents reported that viewing these videos would have no impact on their use of the program.

Respondents were also asked whether they knew that the program used volunteers to provide services to crime victims. This was considered an important question because it tapped respondent's knowledge of a specific component of the program rather than an estimation of their degree of knowledge. Also, the use of volunteers is considered to be an important feature of the V/CU program. Table 4.6 indicates that 41% did not know or were unsure of whether volunteers were used or not. This is a high percentage and indicates that it may be appropriate to pay increased attention to education efforts within the police department.

When responses to this question were broken out according to whether or not the respondent was deployed in a district office or in a special unit, it was found that a significantly higher percentage of those not knowing about volunteers were deployed in special units. This is not surprising in light of the program's emphasis of attention on district office employees. Further, longer service employees were statistically more likely to know of the volunteer component.

In conclusion, the information obtained about the information police members have about the unit indicates that some attention to this area might profitably be made. While the majority of officers report having personal information about the program, a small but important percentage indicated that they did not. Knowledge of the program did not appear to be related to the various education and in-service training exposure, but those who participated in formal presentations by the unit were more likely to request that the V/CU contact victims whom they felt required service.

2. Police Officer Use of and Referral to Program

As mentioned above, police reports do not reach the V/CU office until the next working day after an offense; by definition, too late to attend to 'emergency' needs. Indeed, no emergency or crisis needs will be identified at the right time if police officers do not bring them to the program's attention. Program staff have consistently indicated that referrals by police officers are the preferred method of obtaining clients.

For this reason, and to examine acceptance of the program by police officers, police respondents were first asked the extent to which they felt crime victims needed service and second, the extent to which they personally participated in referring clients to the program.

In response to the first question, "In your opinion, what percentage of crime victims need any of the services provided by the V/CU", on average, police officers felt that between 40 and 49% (mean) of crime victims needed some service (see Table 4.7). It should be noted that services included anything from routine information about the case to emergency service. No significant variation in this response emerged when responses were analyzed according to the length of service years or the area of deployment of the respondents. Therefore, respondents generally felt that just under half of crime victims required any service and this should be kept in mind in the following discussion of actual use.

To address the question of officer referral to the program, it was felt that officer activity should be broken down into various levels of activity from indirect to active personal referral. These are covered in the following questions -

1. Question 16 (a): Since February 1st of this year, have you distributed the victim card?" (b) "To approximately what percentage of crime victims have you distributed the card?"

2. Question 10 (a): "Have you ever advised a crime victim to call the V/CU?"

3. Question 11 (a): "Have you ever asked personnel from the Unit to contact someone whom you felt could use some help?"

Table 4.7: Police officers' views of percentage of victims who require service.

Percentage requiring service:	%	(n)
0%	0	(0)
1 - 9%	7	(6)
10 - 19%	13	(12)
20 - 29%	9	(8)
30 - 39%	14	(13)
40 - 49%	12	(11)
50 - 59%	19	(17)
60 - 69%	9	(8)
70 - 79%	12	(11)
80 - 89%	2	(2)
90 - 99%	1	(1)
100%	3	(3)
TOTAL	101	(92)

$\bar{x}$ = 49-49%
mode = 50-59%

Missing cases = 8

Table 4.8: Police officers' referrals to V/CU program.

Question 16a: "Since February 1st of this year (1984), have you distributed the 'victim' card? To approximately what percentage of crime victims have you distributed the card?"

Times distributed	%	(n)
Has not distributed card *	19	(19)
Has not distributed card**	10	(10)
1 - 9%	4	(4)
10 - 19%	3	(3)
20 - 29%	5	(5)
30 - 39%	3	(3)
40 - 49%	6	(6)
50 - 59%	2	(2)
60 - 69%	-	(-)
70 - 79%	4	(4)
80 - 89%	8	(8)
90 - 99%	8	(8)
100%	28	(28)
TOTAL	100	(100)

Mean ($\bar{X}$) = 5215/81 = 64.4
Mode = 100%

* In these cases, officers are deployed in an area which makes the distribution of cards inappropriate.

**These represent cases where officers have chosen not to distribute cards.

Table 4.9: Referral to V/CU program by police officers' length of service years.

A. Question 10a: "Have you ever advised a crime victim to call the Victim/Crisis Unit?'

	5 years of service or less		Over 5 years service		TOTAL	
	%	(n)	%	(n)	%	(n)
Frequently/sometimes	90	(37)	73	(38)	81	(75)
Rarely/never	10	(4)	27	(14)	19	(18)
TOTAL	100	(41)	100	(52)	100	(93)

Average number of times this has happened over the past year = 26.

Missing cases = 7

$x^2 = 4.33$, df = 1, $\alpha = .04$

B. Question 11a: "Have you ever asked personnel from the Unit to contact someone whom you felt could use some help?"

Frequently/sometimes	41	(17)	42	(22)	42	(39)
Rarely/never	59	(24)	58	(30)	58	(54)
TOTAL	100	(41)	100	(52)	100	(93)

Average number of times this has happened over the past year = 3.3.

Missing cases = 7

$x^2 = 0.0$, df = 1, $\alpha = 1.00$

C. Question 12a: "Have you ever called for a crisis worker to attend at the scene of an incident?

Yes	85	(35)	69	(36)	76	(71)
No	15	(6)	31	(16)	24	(22)
TOTAL	100	(41)	100	(52)	100	(93)

Average number of times this has happened over the past year = 4.1.

$x^2 = 2.47$, df = 1, $\alpha = 0.11$

Missing cases = 7

4. Question 12 (a): "Have you ever called for a crisis worker to attend at the scene of an incident?"

For each of the above questions, respondents were asked to estimate the number of times (s)he had done this in absolute numbers. As Table 4.8 indicates, 29% (n=29) of respondents had never distributed the card. Of the 29 who reported "never" distributing this card, 19 also indicated that their current posting made it unlikely that they would use the card. When this is taken into account, all those in a position to distribute cards (n=81) did so in an average of 64% of cases. Thus it appears that the order to distribute cards is being complied with in a majority of cases.

When asked "Have you ever advised a crime victim to call V/CU?", 81% reported that they had frequently or sometimes advised a crime victim to call the Unit over some matter (see Table 4.9A). The mean number of times respondents had done this over the past year was 26 times. Forty-two percent (42%) also said that they had personally asked V/CU to contact a client who needed some service. Finally, 76% indicated that over the period of the last year, they had called for the services of a crisis worker. Respondents estimated that they had done this 4.1 times over the last year.

This overview of officer usage shows that some officer are indeed using the services provided by V/CU. There does remain however approximately 20 to 30% who indicate that they rarely or never use this service. If that figure is projected against the total number of officers (approximately 1,000) it would

mean that a considerable number of officers (approximately 200) are not using this service. Seen in this light, it may be advisable for the Unit to attempt to encourage their participation.

When the above data were further elaborated it was found that a favorable or unfavorable attitude about having a Victim/Crisis Unit in the police was not systematically related to referrals to the unit, but that personnel from special units refer proportionately fewer clients. This is not surprising in that they have fewer opportunities or occasions to do so, given the nature of their jobs. When data are broken down according to the years of service of the respondents, it was found that there was a significant relationship between the years of service of the respondent and referrals. Respondents with 5 or fewer years of service more often reported that they frequently or sometimes "called a crisis worker to the scene of an incident" (85% vs. 69%) and "advised crime victim(s) to call the V/CU" (90% vs. 73%). Years of service were not systematically related to requesting "personnel from the Unit to contact someone...". Explanation of this may be that crisis workers (and some services of the victim program) have been extant in the police department for roughly the same number of years and they are accepted by officers with fewer years in the service more readily. On the other hand, older officers or those with more service years may be reluctant to change habits over the handling of victim concerns.

3. Police Officer Attitudes about the V/CU Program

The crime victim program which is the subject of this paper's attention operates within a police department. While its primary and stated goals focus on benefits for crime victims, there has always been an implication that the police department and, indeed, the criminal justice system as a whole, benefit in some way from this program. Presentations made to sworn personnel, the literature that they are given, and the in-service training videotapes emphasize the benefits officers, as well as victims, can derive from the program. The literature has also pointed to the potential or supposed benefits for both the criminal justice system and the police officers in it. Generally these benefits have been speculated to include savings in police officer time, stress reduction, decreased callbacks, improved clearance rate due to better cooperation from witnesses, etc. Little data from Canadian programs in support of the above claims have been gathered. The following information does not presume to provide definitive answers to these speculative issues. Data that would be required to do so are unavailable, not presently collected, or beyond the scope of this research. Rather, the following analysis attempts to examine the impact of the program on the police community through the eyes of police officers themselves.

The police officer questionnaire that was constructed to address this issue includes respondents' perceptions about

- the types of incidents where a victim program can be most helpful; and

- the supposed benefits and drawbacks to police officers and the criminal justice system generally. Responses represent therefore some consideration of the benefits and drawbacks of this victim program through police officers' perspectives.

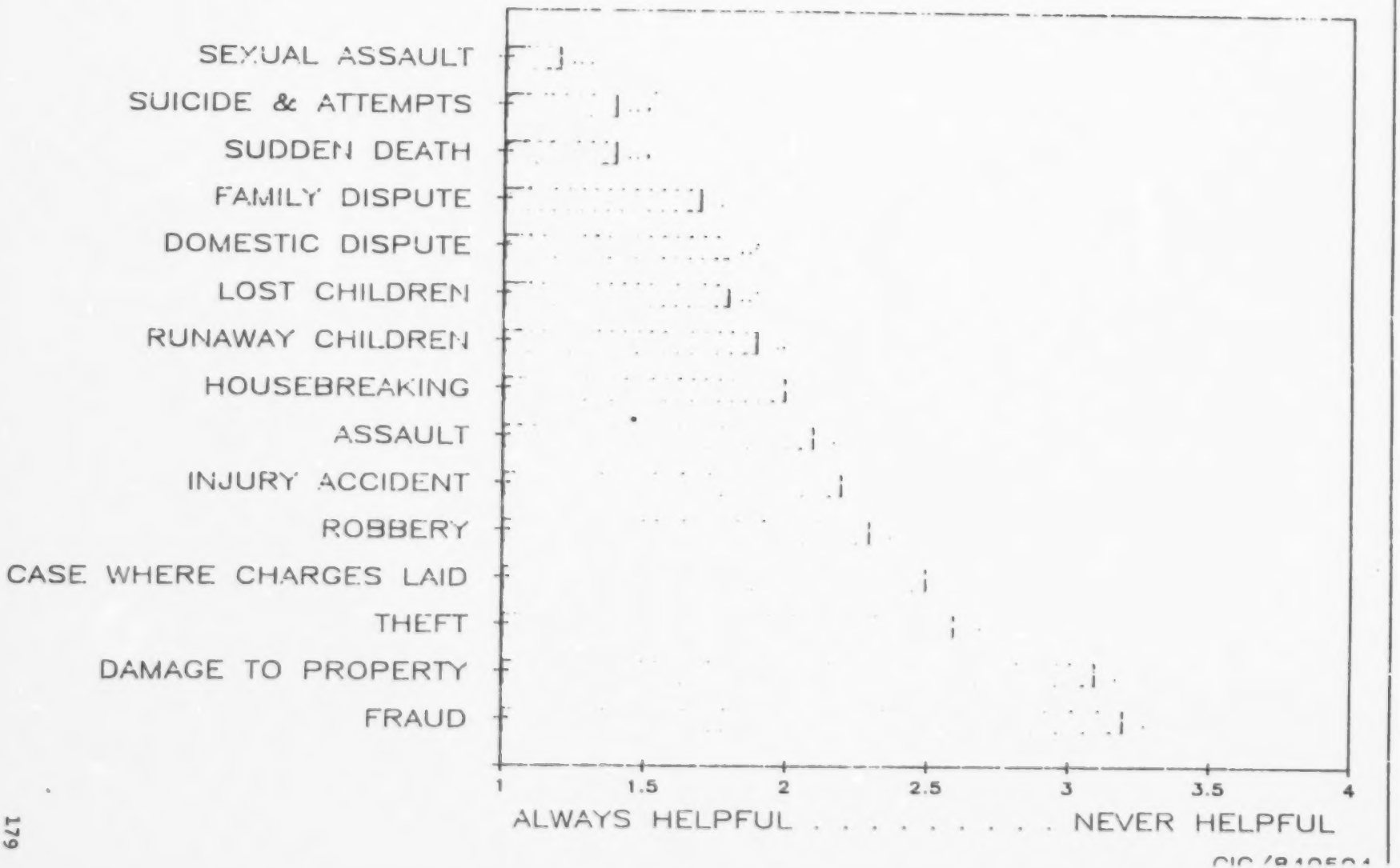
Question 17 of the police officer questionnaire asked respondents about the types of incidents where they felt the V/CU program could be most helpful to them. Table 4.10 and Figure 4.1 the responses to this question in descending order according to the types of incident where V/CU can be most helpful to where they are rarely or never helpful. As can be seen 'attacks against the person' or crisis situations of non-criminal nature are the types of incidents where respondents feel V/CU can be most helpful. This was established by ranking the mean score for each type of incident. The three types of incidents where respondents felt that the V/CU was most likely to be helpful were sexual assaults, suicides (or attempted suicides) and sudden deaths. These were followed by family disputes, domestic assaults, lost and runaway children. These incidents all involve problems of a personal or interpersonal nature. Property offenses did not figure highly in police officers' view of when V/CU could be helpful to them. This feature may be important in understanding why police officer referrals are low or non-existent for some types of incidents particularly property offenses.

There is no doubt that victims' needs are more obvious and more severe in

Table 4.10: Question 17: "In which of the following types of incidents do you think the Victim/Crisis Unit can be helpful to you?"

Type of incident:	Mean Response $\bar{x}$	Always Helpful (1)	Sometimes Helpful (2)	Rarely Helpful (3)	Never Helpful (4)
Sexual Assault	1.2	80 (71)	18 (16)	1 (1)	1 (1)
Suicides (and attempts)	1.4	71 (61)	24 (21)	4 (3)	1 (1)
Sudden Deaths	1.4	64 (56)	33 (29)	1 (1)	1 (1)
Family Dispute	1.7	33 (29)	60 (53)	7 (6)	- (-)
Domestic Assaults	1.8	34 (30)	55 (48)	11 (10)	- (-)
Lost Children	1.8	40 (34)	46 (40)	10 (9)	4 (3)
Runaway Children	1.9	31 (27)	55 (47)	9 (8)	5 (4)
Housebreaking	2.0	22 (19)	64 (56)	13 (11)	2 (2)
Assault	2.1	13 (11)	64 (56)	22 (19)	2 (2)
Injury Accidents	2.2	11 (9)	62 (51)	17 (14)	10 (8)
Robbery	2.3	11 (9)	49 (39)	34 (27)	5 (4)
Any case where Charges laid	2.5	1 (1)	57 (42)	35 (26)	7 (5)
Theft	2.6	7 (6)	38 (32)	47 (40)	8 (7)
Damage to Property	3.1	2 (2)	19 (16)	51 (43)	28 (24)
Fraud	3.2	4 (3)	18 (14).	36 (28)	42 (33)
TOTAL		(368)	(560)	(246)	(94)

FIGURE 4.1: MEAN SCORE OF RESPONSES TO QUESTION 17 — "IN WHICH OF THE FOLLOWING TYPES OF INCIDENTS DO YOU THINK THE VICTIM/CRISIS UNIT CAN BE HELPFUL TO YOU?"



cases of personal crises and this undoubtedly influences police officers' decisions whether V/CU can be of help. While such cases will probably form the core of crisis work caseload, it is apparent that officers are unaware of the considerable work (of a non-crisis) nature that is performed by V/CU staff. (Data presented in Chapter 1 indicate that 22% of the program's caseload involves property offenses.) Based on the above, it may be assumed that police officers are predisposed to identify appropriate victims of 'attacks against the person' but may benefit from further information on the types of services that can be provided and are being provided for property offense victims.

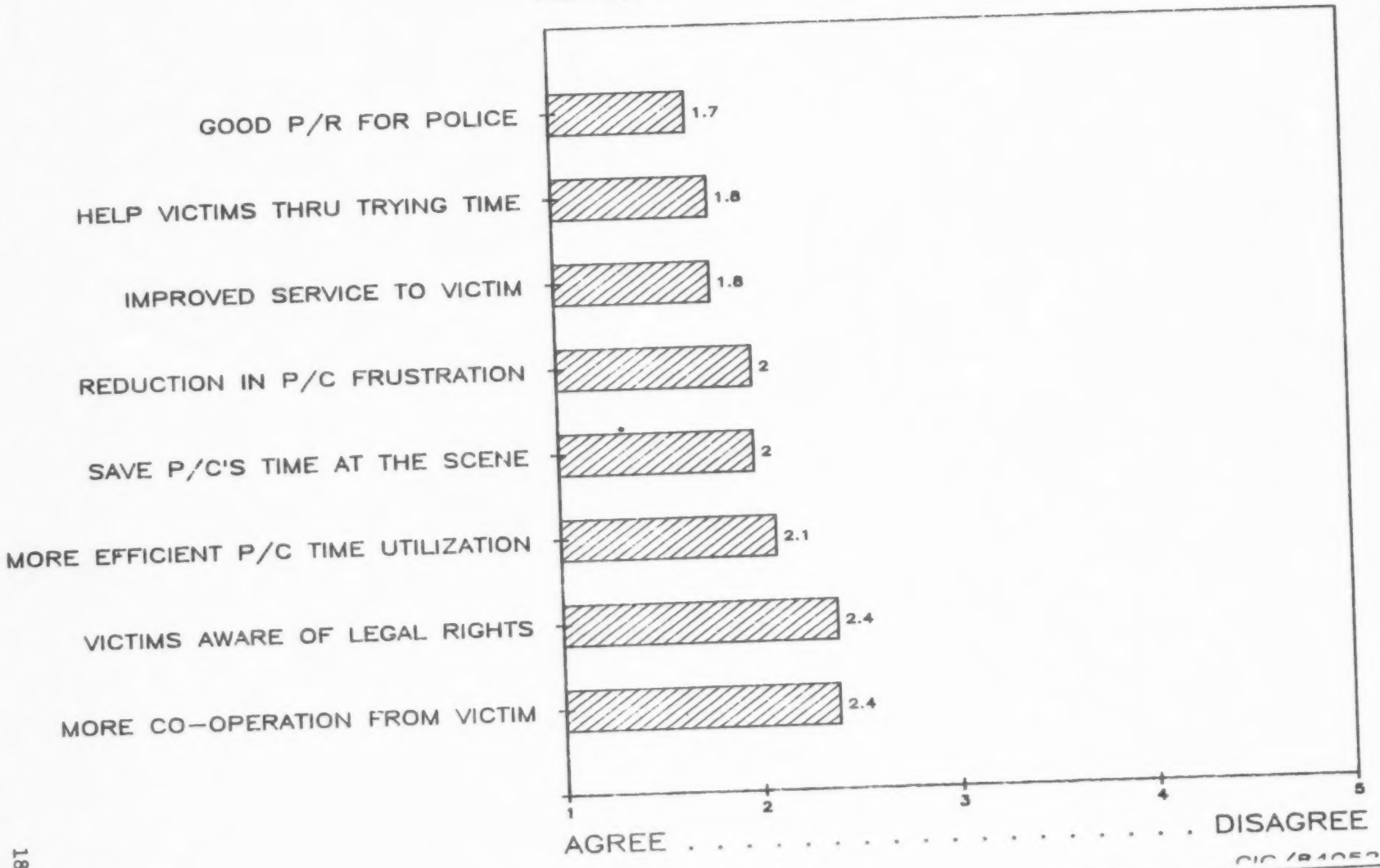
Respondents were further asked whether they personally agreed or disagreed to a series of statements. Statements dealt with the supposed benefits and/or drawbacks that might accrue to themselves as police officers or to the criminal justice system in general. In all, 16 statements were read, eight (8) presented potential benefits for themselves and others as a result of the work done by V/CU, and 8 presented potential drawbacks. These items were developed from a reading of the 'crime victim' literature which often cites the various potential benefits, and from program documents and discussions with program staff regarding their expectations about how the program should benefit the police department.

Table 4.11 and Figure 4.2 display responses to statements presenting possible benefits in descending order from the most positive response (or agreement to the statement).[25] Overall, 79% of respondents agreed or completely agreed that the work that the V/CU does results in some benefits to themselves or to the

Table 4.11: Responses to Question 18 (positive statements), "The work done by victim service workers results in..."

	Mean Response	Completely agree	Agree	Undecided	Disagree	Completely disagree
	$\bar{x}$	% (n)	% (n)	% (n)	% (n)	% (n)
SCORE:		1	2	3	4	5
Good public relations for the police department	1.7	41 (40)	50 (48)	9 (9)	- -	- -
Help to victims in a trying time	1.8	29 (28)	65 (64)	5 (5)	- -	1 (1)
Improved service to crime victims	1.8	26 (25)	67 (64)	6 (6)	1 (1)	- -
Reduction of police officer frustration	2.0	24 (23)	56 (54)	16 (15)	5 (5)	- -
Saving of police officer time-at-the-scene of an incident	2.0	21 (21)	60 (59)	12 (12)	6 (6)	- -
More efficient police officer time utilization	2.1	18 (18)	59 (58)	16 (16)	5 (5)	1 (1)
Victims being made aware of their legal rights	2.4	9 (9)	52 (51)	30 (29)	9 (9)	- -
Better cooperation from crime victims which helps in the investigation of cases	2.4	10 (10)	44 (43)	39 (38)	7 (7)	- -
TOTAL	1.8	22 (174)	57 (441)	17 (130)	4 (33)	0.3 (2)

FIGURE 4.2: MEAN SCORE OF RESPONSES TO QUESTION 18 — "BENEFITS TO POLICE OFFICER AND VICTIM. THE WORK DONE BY CRISIS AND VICTIM SERVICE WORKERS RESULTS IN ...."



victims, while 17% were undecided on this issue. Four percent (4%) disagreed with the statements. This resulted in a mean score of 1.8 which fell between the completely agree and agree categories. Mean scores ranged from 1.7 to 2.4 indicating no wide variation of scores between items. Additionally victim advantages versus police officer benefits did not score significantly different, indicating that the respondents did not see the benefits accruing to only one party at the expense of others.

To elaborate, police officers responded most positively to the statement that "the work done by the V/CU resulted in good public relations for the police department" ($\bar{x}$=1.7). This was followed closely by the opinion that V/CU work also represented help to the victim in a "trying time", and "improved service to crime victims" ($\bar{x}$=1.8 each). Respondents were least likely to agree that victims were "being made aware of their legal rights through the V/CU" or that it resulted in "better cooperation from victims, which helps the police investigation". Scores obtained on these statements were 2.4 ($\bar{x}$) indicating that responses generally fell between agreement to the statement and undecided. There was also general agreement that V/CU's work resulted in a "reduction of officer frustration" ($\bar{x}$=2.0), a "saving of police time" ($\bar{x}$=2.0) and "more efficient utilization of police officer time".

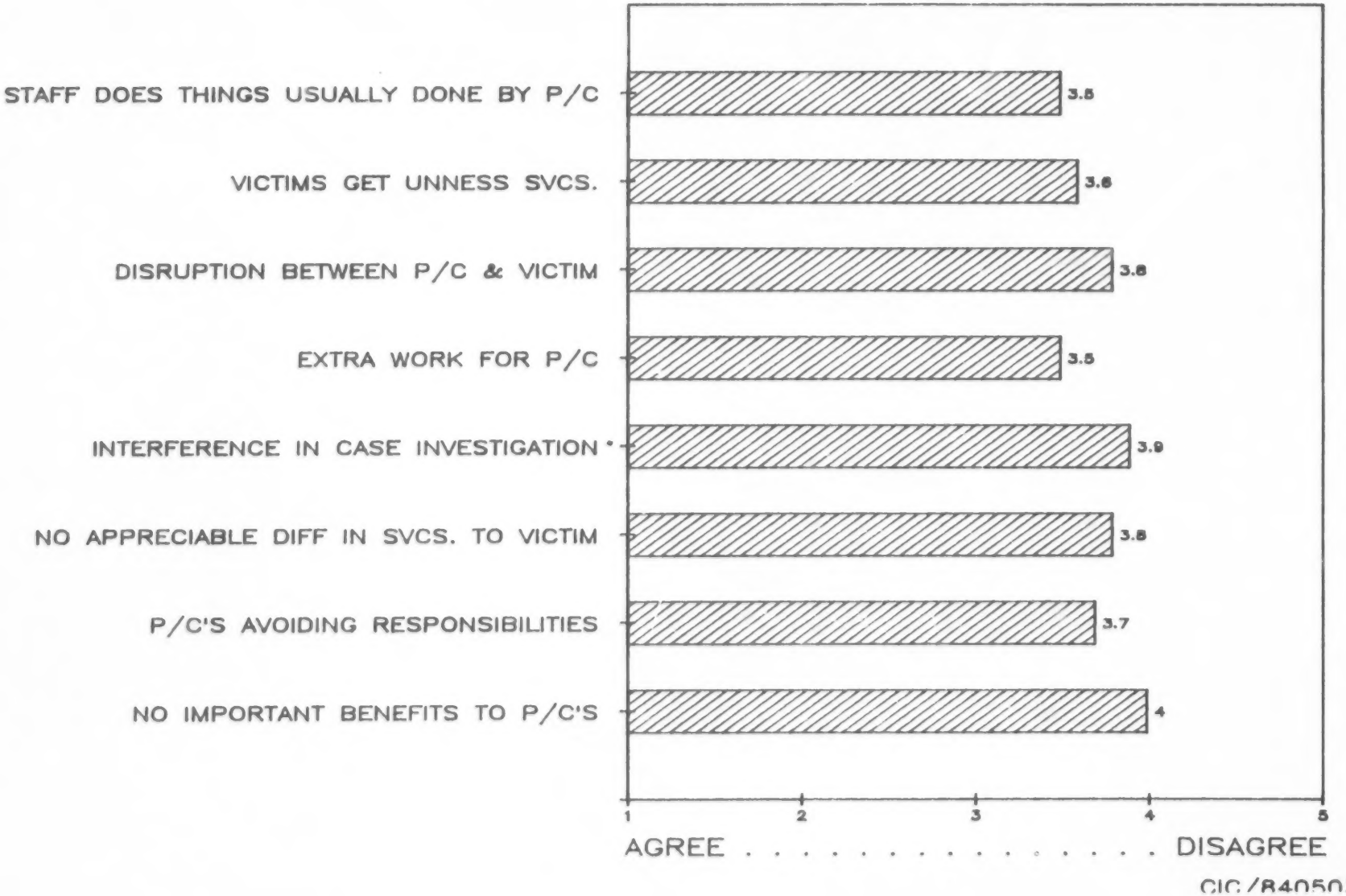
Items that introduced negative statements about the effects of the victim program are displayed in Table 4.12 and Figure 4.3. There was general disagreement with statements indicating negative effects, the overall mean score ($\bar{x}$=3.7) falling between the 'undecided' and 'disagree' categories. These

Table 4.12: Responses to Question #18 (negative statements). "The work done by crisis and victim service workers results in..."

	Mean Response	Completely Agree	Agree	Undecided	Disagree	Completely Disagree
	$\bar{x}$	% (n)	% (n)	% (n)	% (n)	% (n)
SCORE:		1	2	3	4	5
No important benefits to police officers	4.0	- -	2 (2)	9 (9)	72 (71)	16 (16)
Interference in the investigation of cases	3.9	- -	1 (1)	22 (22)	64 (63)	12 (12)
Disruption in the relationship between officer and victim	3.8	- -	1 (1)	20 (20)	71 (72)	6 (6)
No difference in services to crime victims	3.8	1 (1)	4 (4)	16 (15)	70 (68)	9 (9)
Police officers "passing the buck"	3.7	2 (2)	6 (6)	19 (19)	61 (60)	11 (11)
Unnecessary services to crime victims	3.6	- -	6 (6)	32 (31)	57 (55)	5 (5)
Extra work for officers	3.5	1 (1)	10 (10)	30 (29)	51 (49)	8 (8)
Its staff doing things that should be done by a good police officer	3.5	1 (1)	9 (9)	35 (34)	52 (51)	3 (3)
TOTAL	3.7	1 (5)	5 (39)	23 (179)	63 (488)	9 (70)

[25] The mean score was used to determine the degree of agreement or disagreement to these Likert type statements.

Figure 4.3
Mean Scores of Responses to Question 18
Negative Implication of Program



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results are not as strongly negative as was agreement to the positive benefit statements. This is in part due to the greater number of 'undecided' responses. The range of scores was small (3.5 to 4.0) indicating little variation between responses to items.

Looking at individual items, it can be seen that respondents most strongly disagreed with the statements that there were "no important benefits for police officers" ($\bar{x}$=4.0) as a result of V/CU work, and that V/CU work resulted in interference in the investigation of cases ($\bar{x}$=3.9). On the other hand, respondents were least likely to disagree with the seemingly disparate statements that V/CU work resulted in "extra work...as a result of victim inquiries...." and "its (V/CU) staff doing things that should be done by a good officer". In these cases there was a considerable percentage of 'undecideds' (30% and 35%, respectively) and a higher percentage of 'agrees' (10 and 9%, respectively). The high percentage of 'agreement' or 'undecided' responses to the first item (extra work for officers - 41%) may result from the fact that V/CU staff often direct clients to contact the investigating officer in cases where the unit is unable to provide the information requested. This will result in increased work for them. Alternatively, increased public awareness of the services available may have resulted in increased requests of officers by victims.

With respect to the statement that V/CU staff are "doing things that should be done by a good police officer", there has been some speculation among program staff and police administrators that officers might avoid following up on cases

with victims if they feel that V/CU staff will do so. These public contacts are thought to be an important component of positive citizen attitude toward the police and thus this practice would not be considered appropriate. It appears that a considerable percentage of respondents either agree that this is the case, or are undecided on the issue.

An interesting feature of this table is that 38% of respondents are undecided or agree that victims receive unnecessary services from the V/CU (Item 2). This is important because along with other features mentioned earlier, it helps us to understand the low rate of referrals to the unit from officers.

To summarize, the data have shown that 1) officers generally have positive attitudes about the unit and feel that they derive some benefits from it for themselves and for the victim, 2) officers are inclined to refer victims of serious personal offenses or non-criminal incidents rather than other types of incidents to the unit, 3) officers feel that 40 - 49% of crime victims require some service, 4) some officers feel that some victims are receiving unnecessary services, and 5) some officers feel that V/CU staff do things that should be done by a good police officer. Taken together, the low referral rate becomes more understandable when these features are taken into account. Referrals may be low because officers have differing views of who and how many citizens require service from V/CU. Not examined in this report but of possible importance is that time constraints may not allow officers to make referrals at the time of the incident and the urgency or importance of doing this at the end of shift or the next day may not be foremost in officers' minds.

As a final question to determine officer attitude about the program, respondents were asked, "Generally speaking, is the Victim/Crisis Unit beneficial to you in your day-to-day operations?" First, 74% of respondents felt that V/CU was beneficial to them (Table 4.13). Thirteen percent (13%) felt it held no benefits for them, and 14% were undecided or did not know whether there were any benefits for themselves.

If respondents answered yes, they were then asked to describe the kinds of benefits, and if no, to explain why they felt that way. Table 4.14 displays the most commonly mentioned benefits. Of the 52 respondents who cited some benefit(s), 38% of these said that V/CU work represented a saving of time to them. This could include time saved at the scene or time spent on follow-ups with victims. Respondents commented that it resulted in better utilization of police time as they would be relieved of 'non-police' activities and were able to get back on the street sooner. Some officers explained that this resulted from the fact that V/CU has more time to deal with the victim.

The second most common benefit expressed was that V/CU provided a resource to the victim and that this, in turn, was a benefit to the officer (24%). What respondents meant by a 'resource to the victim' was that the unit could act as a liaison between officer and victim, could be a place where victims could get information, or help, could provide a shoulder to cry on or a person to talk to about concerns that did not relate to the investigation of the case or were "not (considered) important to the officers".

Table 4.13: Question 19a: "Generally speaking, is the Victim/Crisis Unit beneficial to you in your day-to-day operations?"

	%	(n)
Yes	74	(59)
No	13	(10)
Don't Know	14	(11)
TOTAL	101	(80)

Missing cases = 20 - 12 Because of job deployment, respondents would not use V/CU daily, or could not comment on day-to-day benefits.
8 Did not answer.

Table 4.14: Most commonly expressed benefits of V/CU program. (Question 19b).

Benefit:	%	(n)
Is a time saving for police officers	38	(22)
Provides special intervention skills	19	(11)
Unit staff has more knowledge about agencies, etc.	16	(9)
Provides an efficient follow-up service	19	(11)
Is a resource for police officer	10	(6)
Is a resource for victims	24	(14)
Decreases callbacks to same address	7	(4)
Appropriate for non-crime incidents or 'special' incidents	21	(12)
Other	5	(3)
TOTAL		(92)

Valid cases = 58

Some officers thought that V/CU was helpful in specific types of criminal and non-criminal cases such as sudden deaths, fatalities and, particularly, 'domestic assaults'. These respondents felt that expertise in these areas was helpful to them.

In 19% of cases, respondents felt that the special counselling and intervention skills were helpful in that officers could call on someone rather than get involved in an area in which they have little expertise. Some of this group suggested that there were times when parties in a dispute found it easier to talk to a 'non-uniform'. Nineteen percent (19%) indicated that the Victim/Crisis Unit was an efficient system for providing follow up services to citizens. For example, they can convey some kinds of information particularly when shift schedules cause officers to be hard to reach, or when clients want information on court cases, or need case information. Other respondents (16%) said that program staff were helpful in that they possess better and more up-to-date information on agencies than do police officers. Because of this they were better able to direct and inform crime victims.

Eight respondents who reported that they did not experience any benefits from V/CU made comments on their opinion. Three said that they did not see any benefits on a daily basis but only on occasion. Two indicated that they felt victims did not need this type of service; another two said that officers know what is required and should do it, and one said that the program represented only good public relations for the police department and no day-to-day benefit for the officer.

Finally, 91% of respondents indicated that they "favor(ed) having a Victim/Crisis Unit in the police department". Six percent (6%) were unsure and 3% did not 'favor' having such a program in this police department.

SUMMARY

A questionnaire was administered to 100 police officers to determine V/CU program impact on them. It focused on officers' 1) knowledge of the program and the services it provides, 2) their use of the program and 3) their attitudes about the program - its benefits and drawbacks.

Officers' knowledge of the Program

Seventy-four percent (74%) of respondents felt that the program was very or fairly well known to them, and 80% had met or talked to some program staff. Fewer police officers (about 6 in 10) had seen the videos that offer information about victim services, and 39% were familiar with the V/CU pamphlet. Only 26% had been present at a formal presentation by V/CU. This experience was positively related to police officer referral of cases to the Unit for their follow up. It is impossible to know what responses on these questions mean in terms of respondents' absolute knowledge of the Unit, but a significant percentage (41%) did not know about an important component of the program, that

is, its rise of volunteers. Additionally the fact that 15% said they had little or no information about the program indicates that some activites may be required in the area of increasing program knowledge by officers.

Officers' use of the Program

The data show that officers are indeed carrying out department policy by distributing business cards which advertise victim services. Their reporting indicates that this is being done in 64% of all cases. Also, 76% of officers had called a crisis worker (an average of 4 times in the past year), 81% frequently or sometimes told victims to call the unit (an average of 26 times over the past year), and 76% called V/CU and asked that they contact a client (an average of 4 times over the past year). This indicates good participation by most police officers. Not withstanding, 20 - 30% report that they never use the service. Given the fact that many victims who are not referred from officers but whom V/CU contacts on its own initiative, need and accept services, it is likely that these figures could be increased.

Officers' attitudes about the Program

Officers' attitudes about the program were generally positive. They feel that it represented an improvement in services to crime victims and help to victims over a trying period. Of note was that they agreed most strongly with the statement that the program resulted in good public relations for the police department. While this is not a negative factor, it is the researcher's opinion

that some officers felt this to be V/CU's most important function and that service to officers was secondary to this. Of all the statements read, police officers were more likely to disagree or to be undecided on whether the program resulted in better cooperation from crime victims and whether it increase victims' awareness of their legal rights. With respect to the first point, Canadian studies have shown that victim/witness willingness to cooperate in the judicial system is not as problematic in Canada as in the United States for example.

When officers were asked to agree or disagree with statements expressing possible negative features of the V/CU, officers were found to generally disagree that they (or victims) were effected negatively by the program. Among these statements, officers disagreed most strongly with the statement that the program results in no important benefits for themselves, and disagreed least strongly with the statement that the V/CU staff does things that "should be done by a good officer" and that it resulted in "extra work for officers". Over 40% agreed or were undecided on these last two statements.

Respondents also defined serious personal injury or crisis situations as incidents where V/CU is most helpful to them. Analysis of program records indicated that these are precisely the types of cases where police officers do refer to V/CU. Nonetheless, information already presented also indicates that property offense victims do require service, even though it is mainly of a non-emergency nature and that a great deal of its service to victims concerns property offenses. Taken together, these features suggest that officers are

more aware of the unit's crisis activities or that the decision to refer to the V/CU may be made to some extent according to whether it will be helpful to the officer, and possibly victim needs are a secondary feature. It may be appropriate for police officers to be reminded of the types and extensive use of services by property crime victims.

Finally, officers generally favored having a Victim/Crisis Unit in the Calgary Police Service and felt that its most important benefit for themselves was that it represented a saving of time. Also frequently mentioned was an indirect benefit to themselves in that victims could use the Unit as a resource centre (to get information, etc.). Finally, police respondents felt that the services of the program were helpful to them in non-crime incidents.

CHAPTER 5

SUMMARY AND DISCUSSION

The foregoing report has examined the Calgary Police Service's Victim/Crisis Unit and provided information on the following areas.

1. a description of the program's model, or how it was intended to work (Chapter 2);

2. a description of the working program based on a 12-month monitoring of program activities (Chapter 2);

3. information from program clients regarding their satisfaction with the services they received (Chapter 3); and

4. information from police officers regarding the impact of the program on them, and their perceptions of and satisfaction with the program and its services (Chapter 4).

The following will briefly highlight and summarize these data and also discuss some implications or issues that have emerged from it. These issues

stem not only from analysis of the data, but are the result of the close relationship that the researcher has had with the Unit and its staff. This contact has extended over a three-year period and provided an opportunity for extensive participant observation to be undertaken.

Program Description

In June 1981, the Calgary Police Service with the financial assistance of the Solicitor-General (Canada) embarked on a program to make services more readily and routinely available to crime victims in Calgary. The planned model adopted was that of a police-based program which used volunteers, and one that complemented, not duplicated, other crime victim programs that were already available.

At that time, a police officer (Sergeant), a Volunteer Co-ordinator and a Researcher were hired. Over the period of 2 1/2 years, the program organization and administration has evolved into its present configuration. First, all previously existing programs in the police department that were victim-related (e.g., crisis intervention and clerical/support staff services) were organizationally combined to form the Victim/Crisis Unit and located together within the Community Services Section of the police department. Second, as a direct result of the numerous activities taken on by the program, 2 positions

were created for police officers, and became permanent positions within the unit.

Presently the V/CU consists of a Sergeant, two Constables, a Volunteer Coordinator, five crisis workers, 2 clerk typists and a number of volunteers. The Sergeant supervises all staff and oversees administrative functions, while the Volunteer Coordinator recruits and supervises volunteers. The Constables are responsible for training volunteers, assist in service delivery when necessary, and are involved in program promotion within and outside the police department.

Crisis workers provide client services. They respond to police requests for assistance or crisis intervention by attending at the scene of the crisis and providing counselling, support and/or referral to those in need. Support staff (clerk typists) perform clerical functions and answer telephone enquiries of a routine nature from crime victims. Volunteers provide the direct service to crime victims.

Volunteers are recruited from the community-at-large and the program also serves as practicum placement for social welfare students in Calgary. Each community volunteer is required to work a minimum of 3 hours per week. The program attempts to provide 125 hours of volunteer work per week. Hours of operation are from 0800 to 2000 Mondays and 0800 to 0130, Tuesday to Sunday.

Goals

The following program goals were established following a needs assessment and discussion with program administrators. They are -

1. to ensure that the emergency needs of crime victims in Calgary are met.

2. to provide required follow-up services to all victims of 'attacks against the person'.

3. to identify, contact and provide all elderly crime victims with the services they require.

4. to keep crime victims informed of important case information.

5. to ensure that eligible victims are made aware of the kinds of financial reparation available to them.

Targeted Clients

In order to achieve the above-mentioned goals, V/CU focuses its attention on the following segments of the crime victim population -

- those in need of emergency services (or those in crisis);

- elderly crime victims,
- victims of 'attacks against the person', and
- victims of criminal incidents where another party was charged.

The V/CU receives its clients from 1) the screening of police reports, 2) police officer referrals, and 3) client (victim) requests.

Services provided

Service activities can be divided into two main types - crisis and non-crisis (or follow-up). Crisis intervention services are handled by crisis workers who respond immediately to officers' requests for assistance. Follow-up work is performed mainly by volunteers with the assistance of paid staff when necessary.

- counselling, support or simply someone to talk to after a criminal incident,
- crisis intervention at the scene of an incident,
- home or hospital visist,
- transportation,
- police case information,
- court information,
- referral to other agencies,
- assistance in applying for financial reparation,
- court accompaniment,
- information about crime prevention,

- provision of case numbers through daily form letter mailings, and
- responses to telephone inquiries for case information.

Program Implementation

As discussed above, program administrators have instituted an organizational structure capable of carrying out planned victim service activities. Over the 2 1/2 year period studied, staff has expanded to reflect the increased workload undertaken and to provide adequate training of volunteers. Also, all positions (with the exception of the researcher position) have been designated as 'permanent' and this speaks well of the Calgary Police Service's committment to the program as a permanent fixture within the department - not one which will be phased out when funding assistance is terminated. Discussion with program staff and administrators have indicated that considerable time and effort were expended to achieve these ends. It may be concluded therefore that program staff have been successful in reaching their organizational goals.

With respect to service activity goals, program service records were examined covering a 12-month period. They indicate that almost 20,000 clients were personally contacted. While the great majority of these were brief telephone calls (17,640), crisis workers provided crisis intervention to an estimated 168 crime victims and volunteers personally served 1,646 crime victims. These figures do not include the estimated 50 form letters that are mailed daily to property crime victims informing them of their case numbers and the availability of other victim services. On the face of it then, it can be said that the

program has also implemented its service delivery activities.

A closer look at service activities indicated that both crisis intervention and follow-up services were provided. Crisis workers responded to an average of 24 emergency intervention calls each month. These calls were composed almost soley of 'attacks against the person' offenses, rather than property offenses (e.g. housebreakings, fraud, etc). Crisis activities comprised mostly counselling, referral to long term counselling at other agencies, and transportation.

The most common non-emergency or follow-up services were provision of case information to crime victims (46%) including details that were needed for insurance claims (e.g., case numbers), the name of the investigating officer, and the status of the case, (e.g., has anyone been charged, is the case still actively being investigated). Staff also gave out information about other agencies or services that might be needed by clients in 30% of cases. In some cases, the service comprised simply a discussion of the the incident (45%) or some support/counselling that might have been required to recover from the personal impact of the incident (18%). Other important but less common services were crime prevention information (13%), assistance with financial compensation applications (7%), and court date and outcome information (6%).

The program's primary focus on 'attacks against the person' offenses was born out in this year-long monitoring. All crisis work and 70% of volunteers' activities were in reponse to 'persons' offenses whereas police records indicate

a much higher percentage of property versus 'persons' offenses for the same period. The disproportionate number of elderly crime victims in this caseload also indicated that its targeting on the elderly crime victims was realized. As a group, they did not require post-victimization services more frequently than others.

Crisis intervention requests came primarily from the districts where workers had earlier been physically located in the program and where they were best known. When clients were identified through the program's own screening activities all five police districts were proportionately represented. It appeared, then, that coverage was indeed city wide but that officer usage to some degree depended on their familiarity to the program.

V/CU's goal to complement, not duplicate, other programs available in the city was also born out in these data. Crisis workers reported that 80-85% of their cases result in referral. The monitoring process showed that 15% of other cases resulted in referrals. Referrals were made to counselling agencies, the Alberta Crimes Compensation Board, the other police programs, etc. In fact, referrals to the ACCB had an impact on ACCB and resulted in a considerable increase in applications from Calgary vis-a-vis all other cities and areas of the province.

A program component that has not been fully implemented concerns property return activity. To date, the program has not been so located that it is made aware of recovered property that can or may be returned to owners. Several

options regarding property return may be used by police officers. Sometimes property is returned out of district offices, other times it is kept in the Property Room and sometimes officers return property themselves. Before the program can initiate routine services in this area, it will be necessary to coordinate it with other police department areas to determine how and under what circumstances V/CU should be involved. Indeed, V/CU involvement depends on the extent other departments wish them to become involved. Some property return services were delivered to clients but this was not a routine service. The percentage of potential property return services this constitutes is not known.

V/CU also aimed to 'keep crime victims informed of important case information'. This was meant to include police and court information. This goal, which was added during the course of the 1-year monitoring period, has been implemented for those segments of the victim population that are targeted (e.g., the elderly victim, victims of 'attacks against the person', etc). It was not routinely provided non-elderly victims of thefts, damage or housebreaking. Further, although police case information already represented the greatest proportion of services delivered, program workers were not always aware of officers' actions or investigations if this was not included in the report. As a result some information may not be made available to the client. The type of information usually provided was the case number, whether any one was charged, stolen property information, how to get in touch with the officer, etc.

When someone was charged in a case, the victim was given this information,

and advised that further court information can be obtained from the V/CU office or the crown prosecutor, at their request. That is, staff did not routinely call victims about every court appearance. As a result, it can be said that the targeted population was contacted, received all current court information and were asked to call should they require more.

To recap these comments on the success of the program administrators in setting an appropriate organization structure and delivering services to crime victims, the data gathered indicated that these goals have been implemented, and were delivered on a regular basis to the extent that they can be in a police-based program, and given limited resources.

Program Placement in the Police Department

The fact that this program is police-based had a fundamental impact on its activities. Two important features are immediately evident. The first is that the cases dealt with by the program were composed almost solely of victims of reported crimes. It is known that a considerable percentage of crimes go unreported in Canada. The victims of these incidents would not normally be identified and served by the V/CU program as clients came mainly from police officers and report screening. It is difficult to imagine that a citizen who decided against reporting a crime would be likely to request some victim service

from a police-based program. Indeed, if this happened they would be strongly urged to report the incident. At times this would be a necessary prerequisite for service. This negligible caseload of victims of non-reported crime is a limitation of this police-based program, but one that will not easily be overcome given such an organizational setting.

The second important feature flowing from the fact that the program is police based, was that activities tended to center around those that can also provide some benefit to the police department, or that directly concern the police investigation or activities. There were considerably fewer services provided as victim clients become witnesses in court, or became in some way involved in the court process. This was in part due to the fact that the information system that the program is plugged into, and where it primarily received its information about victims, was police files. This program had no access to information about victims' involvement with the courts (for example when they will be subpoenaed or for what reason); although it did receive daily court dockets. As a result, the program could not be a source of information for clients requesting such information. Additionally, the program's physical location within the police department and some distance from court buildings cannot be said to encourage the provision of witness management services (from the program's side), or requests for services (from the victim's side).

It may be speculated here that a witness program located close to the courts would experience similar difficulties with respect to police information and therefore such comprehensive services might require two centers of operation.

In any case, program sponsorship by either of these two elements of the criminal justice system, or any other part for that matter, may give rise to such problems. Programs should never allow themselves to be so co-opted by a sponsoring system as to lose sight of their fundamental aim which is to provide crime victims with the services they require.

Victim Responses to Services

The services provided by the V/CU were favorably received by crime victims who were divided between client and non-client groups. Program clients reported significantly higher levels of satisfaction with the services they received than did non-client crime victims. They also reported higher levels of positive attitudes about the Calgary Police Service. This higher level of satisfaction led to the conclusion that program activities represented an improvement in the way cases were handled, from the point of view of the client. Further, significantly fewer clients had needs that went unmet than did non-client victims.

Clients also reported greater levels of satisfaction with <u>other</u> agencies that delivered some victim service than did non-clients. This may be interpreted to indicate that there is a halo effect when one agency helps clients with their

needs, and that other agencies may be the recipients of such positive benefits. Alternately, V/CU clients were better informed about what can be expected from other agencies and were not unrealistic in their expectations of the service they will receive, or, aided by V/CU information, were more successful in accessing their services. This may be caused by V/CU information giving activities.

Case information was the most frequently mentioned unmet need, followed by information about other crime victim service agencies, their legal rights, and the need for more police attention to their cases. Some unmet needs did not fall within the activity domain of the V/CU.

V/CU clients were significantly more likely than other respondents to report that they were made aware of available help and their legal rights, that the police officers paid attention to the problems they had as a result of the incident, and that the Calgary Police Service was concerned about the needs and problems of crime victims.

The most frequently mentioned concerns of respondents, or sources of dissatisfaction involved some officers' negative attitudes toward victims, respondents' inability to get in touch with officers, lack of follow-up on cases and some dissatisfaction with the way victims were treated in the criminal justice system.

The services needed by and provided for the elderly were not dissimilar from

those of other age groups. (It should be remembered that the composition of the elderly sub-sample was significantly different from other age categories.) It was speculated that the differences in service might be accounted for by the differents kinds of offenses to which they were subjected. Generally, the elderly received the services they required and were satisfied with them. They did not appear to be accessing other senior citizen programs as had been initially anticipated.

Property and 'persons' offense victims, when analysed separately, reported using different types of services. Property offense victims received proportionately more information about the investigation of their cases, more crime prevention information, and less help in obtaining financial reparation. More personal than property offense victims indicated that they had at least one service need and were also significantly more likely to rate the need as very important. Neither offense group had a significantly higher percentage of unmet needs. Property offense victims were more likely to indicate they were satisfied with the services they received than personal offense victims, but this finding was not statistically significant.

A greater percentage of respondents in whose cases charges were laid reported they required some service. The mean number of needs expressed was also higher for this group. Not surprisingly, many of these needs centered around court information and the desire for police 'case' information. Program clients received not only more court information and services but they were also more apt to report receiving other types of services. Considerably more clients than

non-clients knew or were informed that charges had been laid against someone, and of the outcome of the court case, and a significantly higher percentage of this group reported that they received adequate information on this.

Of interest were client reports that they received services in excess of what they had expressed as needed. In fact 44% reported they had no service needs but did receive some service. This was attributed mainly to the practice of supplying certain case information and crime prevention information regardless of whether it was requested by the client. Nonetheless it demonstrates that reliance on report screening as the main method of identifying clients has certain limitations. As mentioned earlier, program staff have taken the decision that police narratives may not include an adequate representation of victims' needs and have therefore decided to call all victims who meet criteria of the target population. They did this with the knowledge that some may not require any service. This however does ensure that needy crime victims are not overlooked.

An alternative would be to rely on police referrals to identify clients. This would undoubtedly eliminate the above problem, but possibly at the cost of not contacting many needy victims as identification would be dependent on the officers' perception of need. As was earlier discussed, officers tended to feel that victims of family crises and 'persons' offenses were most likely to be helped by V/CU. Such a system would mean that few property offense victims would be contacted and served.

It is likely that some combination of the above approaches is necessary. The V/CU program has attempted to institute this dual approach but has not achieved the numbers of police referrals necessary to conclude that it has reached its goals in that area.

Police Community Acceptance

Police officers generally thought that the V/CU had a role to play with the Calgary Police Service, and felt that it held some benefits both for themselves and for crime victims. The questionnaire administered to police officers dealt with their knowledge of, use of, and attitudes about the program.

Officers reported using V/CU services both by distributing V/CU cards (in 64% of cases) or by referring crime victims to the program. Officers reported that they called for a crisis worker (an average of 4 times in the past year), 81% frequently or sometimes told victims to call the unit (an average of 26 times over the past year), and 76% called V/CU and asked that they contact a client (an average of 4 times over the past year). This indicated good participation by most police officers. Notwithstanding, 20 - 30% of police officer respondents reported that they never use the service. Considering that many crime victims who are not directly referred by police officers, but are called through V/CU, do accept and need some service, it is likely that these figures could be

increased.

Most officers reported that the program was very or fairly well known to them, and 80% had met or talked to program staff. Approximately 60% of the police officers had seen the two in-service training videotapes that focused on victim concerns. This experience was positively related to police officer referral of cases to V/CU for their follow-up. Based on these data, it was concluded that the program had made a considerable effort to get the 'victim service' message across, and that there was exposure within the department. Nonetheless, 2 in 5 police officers did not know that volunteers were extensively used in the program, and 15% said that they had little or no information about the program.

The fact that a large percentage of officers did not know about the volunteers combined with the finding that most respondents felt the program was most helpful in serious 'persons' crimes and non-crime fatalities, etc. seem to indicate that officers were more aware of the crisis than non-crisis (follow-up) activities of this unit.

The 12-month analysis indicated that these indeed were the cases where officers requested assistance and this further indicated a narrower view of program activities than need to be the case. Obviously, the crisis component had a higher visibility and resulted in more contact with police officers than did the follow-up work. The follow-up work however is considered an important program component and encompasses a myriad of activities. It is possible that

in-service education should expand on this area of program activites.

Other officer attitudes about the program were generally positive. They felt that it represented an improvement in services to crime victims and helped victims through a trying period. Notably, respondents agreed most strongly with the statement that the program resulted in good public relations for the police department. While this is not a negative factor, it is the researcher's opinion that some officers felt this to be the crucial V/CU function and that service to officers and victims was secondary to this. Of all the statements read, police officers were more likely to disagree or to be undecided on whether the program resulted in better cooperation from crime victims and whether it increased victims' awareness of their rights. With respect to the first point, Canadian studies have shown that victims/witness willingness to cooperate in the judicial system is not as problematic in Canada as in the United States, for example.

When officers were asked to agree or disagree with statements expressing possible negative features of the V/CU, officers were found to generally disagree that they (or victims) were effected negatively by the program. Among these statements, officers disagreed most strongly with the statement that the program resulted in no important benefits for themselves, and disagreed least strongly with the statement that the V/CU staff does things that "should be done by a good officer" and that it resulted in "extra work for officers". Over 40% agreed or were undecided on these last two statements.

Taken as a whole, the data was interpreted to indicate fairly positive

acceptance of the V/CU by police officers. It was not marked by significant variation based on number of years on the force nor by extreme responses to the statements tapping the benefits and drawbacks of the program. In the researcher's opinion, this fairly represented the attitude that prevailed in the department - acceptance of the program but the impression that it did not significantly or dramatically affect their jobs.

Conclusion

Information gathered during the course of this evaluation indicates that Calgary's Victim/Crisis Unit has implemented most of its planned activities with regard to delivering crime victim services in Calgary. These services have encompassed almost 20,000 personal contacts with Calgarians in the course of one year and have been positively received by the clients. Finally, there has been general acceptance of the program by the police community in Calgary.

APPENDIX A. SERVICE REPORT AND DESCRIPTION OF SERVICE CODES

Victim Services Report

1. V/CI Case # _____ 1 _____ (1-5)

2. CPS # _____

4a. Victim Name _____

3. Today's Date D | M | Y 3 _____ (6-11)

4b. Client Name _____
(If other than Victim)

7. Age _____ 7 _____ (12-13)

5. Client Address _____

8. Sex M 01 F 02 8 _____ (14-15)

6. Telephone No. _____

9. Primary 01
Secondary 02 9 _____ (16-17)

11. Offense _____

10. Commit Date D | M | Y 10 _____ (18-23)

CIRCLE OR CHECK APPROPRIATELY 11 _____ (24-29)

12. District where incident occurred: 1 2 3 4 5 6 12 _____ (30)

13. Source of Contact

1 VSU Initiated	4 Client Initiated
2 PCU Referral	5 Social Serv. Agency NO.
3 Officer/Dept. referral	6 Other

13 _____ (31)
NUMBER

14. SERVICE RECORD

14a _____ (32-33)
SERVICE

A. #	Today's Date	B. Service Code	C. Contact Code	Disposition	D. Staff #	E. Time Spent

14b _____ (34-35)

_____ (36-37)

_____ (38-39)

_____ (40-41)
CONTACT

14c _____ (42)

_____ (43)

_____ (44)
STAFF

14d _____ (45-46)
TIME

14e _____ (47)

14c. CONTACT CODE

1. Incoming Telephone	4. Outgoing telephone
2 Incoming Letter	5. Outgoing letter
3 Office visit appt.	6 Visit to client

15. Referral Agency 1. _____ # _____ 15 _____ (48-49)

2. _____ # _____

_____ (50-51)

16. SF Date _____ PIMS Follow-up 1. Yes 2. No 16 _____

Service Description

Information	Used when V/CU provides information about a case/incident to a client, or receives information from a client. For example, information to client may include police officer's name, case number, whether anyone charged, whether case is still under active investigation, information on laying charges; information from client - when victim provides more complete information about damaged/stolen property.
Property return	Used when victim asks for assistance in having recovered property returned to him/her and staff does help the client.
Support/Counselling	Used if client appears to be in need of some counselling (or support) to overcome the impact of the incident and receives it. Some element of support from V/CU must be present, not merely discussion of the incident.
Crimes Compensation	Used if victim is eligible for, and accepts assistance in filing or applying for compensation. NOTE: If information is provided about Crimes Compensation, but client does not receive assistance

from V/CU, information about other victim services is used.

Restitution — Used if victim accepts assistance in filing or applying for restitution.

Witness Management — Refers to general inquiries about court system. Used if staff accompany a victim to courts or victim inquires about what to expect regarding court appearance, where to go, services available to victim/witness, how to get in touch with prosecutor, etc. May also include explanations about court procedures.

Transportation — Used when V/CU provides victims with transportation to police department, court, lawyer or hospital, etc.

Court Information — Used when V/CU provides victim/witness with the adjudication or results of a case in which he/she is directly or indirectly involved, or any court dates, etc.

Financial Arrangements — Used when victim requires financial assistance as a result of incident (food, clothing, shelter), and V/CU assists in obtaining same by personal contact with

another agency.

Information about other Victim Services — Use when V/CU provides a client with information about other agencies, services, legal rights, etc., that may be appropriate. To be used when only information is provided as opposed to a personal referral.

Property Repair — Used when V/CU provides help in having property damaged in a criminal act repaired.

Discussion of Incident — Used when V /CU discusses with victim the incident and its effect on him/her, but there is no element of 'support' or 'counselling' in the discussion.

Crime Prevention Information — Used if staff provide crime prevention information (target hardening, locking devices) to a crime victim. This information may be mailed or given verbally.

Referral — Used if staff 1) contact agency and ask them to call victim, or 2) ask victim to call agency, but first alert agency to victim's concerns or needs. It is necessary to give the victim the name of the person to call; check "Information about Agencies/Services" if

no personal contact is made.

Other

Includes fatality services (e.g., any assistance with funeral arrangements, transportation of body, picking up or driving next-of-kin, coroner office duties, public trustee duties), third party referral, (i.e., another agency calls to request service for a client), or any service not appropriate in the above-mentioned categories.

APPENDIX B. FORM LETTERS

Calgary Police Service

316 - 7th Avenue, S.E., Calgary, Alberta, Canada T2G 0J2 Tel. (403) 265-3330

address all correspondence to the Chief of Police

To the Victim:

As a result of your contact with the Calgary Police Service, we are forwarding the enclosed material for your information.

It is hoped that this literature will help you prevent a similar situation from occurring in the future.

Please contact a member of the Victim Services Unit at 268-2093 if we can be of any further assistance.

J. Graham.

J. Graham, Inspector
Community Services Section

CALGARY POLICE SERVICE

316 - 7th AVENUE SOUTH EAST • CALGARY, ALBERTA T2G 0J2 • TELEPHONE 265-3330

ADDRESS ALL CORRESPONDENCE TO: THE CHIEF CONSTABLE

DATE: _____

Dear

CASE NO. _____

OFFENCE: _____

We were sorry to learn that you were recently the victim of a crime. You may find our Victim Services Unit helpful if you have any questions.

The following information has been made available to the Victim Services Unit. Please note the section that has been marked with a (✓).

_____ An individual, _____ has been charged in the above-mentioned incident.

_____ The charged party in the above-mentioned incident has been directed to appear in Provincial Court, 323-6 Ave. S.E., on

_____ at _____ in

Court Room No. _____.

_____ The result of the court appearance concerning the above-mentioned incident is: _____

_____.

Other information: _____

_____

_____.

If you have any further questions, please feel free to call us at 268-2093. PLEASE NOTE: This is not an official document. It is for your information only.

VICTIM SERVICES UNIT
CALGARY POLICE SERVICE

CALGARY POLICE SERVICE

316 - 7th AVENUE SOUTH EAST • CALGARY, ALBERTA T2G 0J2 • TELEPHONE 265-3330

ADDRESS ALL CORRESPONDENCE TO: THE CHIEF CONSTABLE

DATE: _____

Dear

Victims of assaults are often eligible to apply for compensation from the Alberta Crimes Compensation Board and must do so within one year of the incident.

If you feel that you meet one of the following criteria:

1. lost wages or salary because of the injury including potential loss of earnings

2. medical and dental expenses occurred

3. clothing or eyeglasses were damaged

4. suffered a minimum loss of $100.00 in any of the above areas

you may be eligible for Crimes Compensation.

Please call the Victim/Crisis Unit at 268-2093 for further information and assistance in completing an application.

The office is located at Room 331, Building 11, 8 Manning Close N.E.

Yours truly,

VICTIM/CRISIS UNIT
CALGARY POLICE SERVICE

:tl

CALGARY POLICE SERVICE

316 - 7th AVENUE SOUTH EAST • CALGARY, ALBERTA T2G 0J2 • TELEPHONE 265-3330

ADDRESS ALL CORRESPONDENCE TO: THE CHIEF CONSTABLE

DATE: _____

Dear

We are sorry to learn that you have been the victim of an indecent act. If you feel angry, confused or upset, be assured that this is a normal reaction.

The Victim Services Unit has information available on agencies within the city who may be able to provide you with counselling, reassurance or other services that you feel you may need. Please call us at 268-2093 between 8:00 a.m. and 8:00 p.m. for this information.

Pamphlets which may be of interest to you are enclosed.

Yours truly,

VICTIM SERVICES UNIT
CALGARY POLICE SERVICE

APPENDIX C. VICTIM QUESTIONNAIRE

CLIENT DATA - PRECODED

1 (1)

VICTIM NAME _____ 1. Resp. # _____ 1. _____ (2 - 4)

CLIENT NAME _____ 2. VAU # _____ 2. _____ (5 - 9)

ADDRESS _____ 3. Group 1 2 3. _____ (10)

TELEPHONE _____ 4. Service Month _____ Mo. _____ Yr. 4. _____ (11-14)

5. SEX OF VICTIM: 1 Male 2 Female 5. _____ (15)

6. AGE OF VICTIM: _____ 6. _____ (16-17)

7. DATE OF OCCURRENCE: _____ day _____ month _____ year 8. _____ (18-23)

8. OFFENSE _____

9. DISTRICT 1 2 3 4 5 6 9. _____ (24)

---

10. Number of contacts with VSU / PCU (Code as per Service Report) _____ 10. _____ (25)

11. Services provided (Code as per Service Report a). _____ 11. _____
b). _____
c). _____
d). _____ (26-33)

12. Type of contact 1 Letter(s) only
2 1 and/or contact by telephone
3 1 and 2 and/or personal visit 12. _____ (34)

13.(a) INJURY 1 Yes - - Include Injury Compensation Supplement - A 13. _____ (35)
2 No Type _____ (Code most serious) _____ (36-37)
9 Don't know

13.(b) CHARGES 1 Yes - - Include Court Services Supplement - B 13.(b) _____ (38)
2 No 9 Don't know

13.(c) PROPERTY RECOVERY 1 Yes - - Include Property Return Supplement - C 13.(c) _____ (39)
2 No 9 Don't know

CRIME PREVENTION QUESTIONS

14. Were you offered or did you receive any crime prevention information from the police or the Victim Services Unit? (For example about measures you can take to prevent a similar incident from happening, or about crime prevention programs like Operation Identification.) 14. _____ (40)

1 Yes 2 No 3 Other

15. Do you feel the information was helpful to you? 15. _____ (41)

1 Very helpful 2 Somewhat helpful 3 Not helpfull

4 Not needed 5 Other

16.a. First, I would like to ask you whether, as a result of this incident, you needed any services or information either immediately or later? If you will keep in mind that when I talk about victim services, I'm including a wide range of services - it could be help that you needed right away, or other types of information and services that you needed or would have liked in the weeks and months following the incident.

__1__ Yes

__2__ No - - GO TO QUESTION 17 (42)

Can you tell me what they were? (Interviewer, First establish whether respondent's need was emergency or non-emergency and enter under appropriate section. You may use Service Code Sheet)

b. EMERGENCY: __1__ Yes __2__ No (43)

_____ (44-45)

_____ (46-47)

_____

c. NON-EMERGENCY (Follow up): __1__ Yes __2__ No (48)

_____ (49-50)

_____ (51-52)

_____ (53-54)

_____ (55-56)

_____

d. How important was it that you receive this help? (INTERVIEWER: Allow respondent to volunteer answer, then ask if he/she considered it to be very important, important, or not important)

(comments) _____ (57)

_____

_____

__1__ Very important __2__ Important __1__ Not important __9__ Don't know (58)

INTERVIEWER: DO NOT ASK THIS QUESTION. TO BE CODED BY RESEARCHER)

d. Do Service Reports concur with victim response?

__1__ Yes

__2__ Service Report indicates more services

__3__ Service Report indicates less services (59)

__4__ Service Report indicate different services

__5__ Other (specify) _____

_____

17. a. Now, I would like to ask you a few questions about some crime victim services you received. Again, if you would keep in mind that I am including services that are available not only through the police department, but through any of the other criminal justice agencies (the courts, for instance) or other social service agencies.

Did you contact, or were you contacted by anybody concerning this incident, or about any of the services you might have required? (INTERVIEWER: PROMPT RESPONDENT WITH NAMES OF AGENCIES, ETC.).

(60)

__1__ Yes

__2__ No → GO TO QUESTION 17g __3__ Don't know, uncertain

b. Do you remember who it was? (INTERVIEWER: You may find the agency code sheet useful)

__1__ Yes __3__ Don't know, uncertain

__2__ No

(61)

(Complete with agency name)

_____ (62-63)

_____ (64-65)

c. What kind of help did you receive?

(describe) _____ (66-67)

_____ (68-69)

_____ (70-71)

_____ (72-73)

d. How useful was the help?

CARD 2 (1-9)

__1__ Very useful __2__ Somewhat useful __3__ Not useful

e. Were you pleased with the help/service you received? Would you say that you were very satisfied, somewhat satisfied or dissatisfied?

(10)

AGENCY	VERY SATISFIED	SOMEWHAT SATISFIED	DIS-SATISFIED	OTHER	
_____	1	2	3	4	(11-13)
_____	1	2	3	4	(14-16)
_____	1	2	3	4	(17-19)

f. Why did you feel that way? or why were you (dis)satisfied?

AGENCY	REASON	
_____	_____	(20-22)
_____	_____	(23-25)

17. g. Did you talk about this incident with a member of your family or a close friend?

(26)

__1__ Yes __3__ No, no one available.

__2__ No, preferred not to __4__ Other _____

h. What kind of help did you receive from that person (or persons)?

__1__ None

__2__ Someone to talk to (only)

__3__ Advice and/or counselling

__4__ Information about agencies, rights

__5__ Performed some service for victim

__6__ Other _____

(27)

18.a. Was there any help/information that you needed, but did not receive?

1 Yes

2 No -- Go to Question 19 (28)

b. Can you tell me what they are (were)? _____ (29)

_____ (30)

_____ (31)

c. Why did you need that? _____

_____ (32-33)

_____

d. Did you try to get this help (service)?

1 Yes

2 No (34)

e. Where did you try? _____ (35-36)

f. What happened? _____ (37)

19.a. Since the incident, have you or any member of your household done anything that you did not do before to protect yourself or your property from crime?

1 Yes

2 No -- Go to Question 20 (38)

b. What? Anything else? (circle all that apply)

YES	NO		
1	2	Changed activity pattern (go out less, don't go out alone, don'go to same places, etc.)	
1	2	Locked doors and/or windows	
1	2	Installed new locks; put bars on windows	
1	2	Leave lights; installed new lights; use light timer	
1	2	Bought a dog	
1	2	Carry, bought a weapon for protection	
1	2	Bought insurance	
1	2	Protect car (lock car, park in safer place, etc.)	
1	2	Have home checked while away	
1	2	Put possessions (other than car) in safer place	
1	2	Joined "Operation Identification"; bought burglar alarm	
1	2	Other (specify) _____	(39-50)
		_____	

20. Now, I would like to do something a bit different. I'll read several statements, and you can tell me if you agree or disagree with each one. If you will think of a row of numbers from 1 to 5, 1 standing for complete agreement, and 5 standing for complete disagreement, tell me what number you would assign to each statement.
(INTERVIEWER: READ EACH STATEMENT THAT IS APPLICABLE.)
(8 = Not applicable, 9 = don't know)

(a) After the incident, I was made aware of the help and services I could receive, and my rights as a crime victim

1 2 3 4 5 8 9 (51)

(b) When I needed to, I was able to get in touch with people who could help me. (Remember, that help/services may refer to anything from someone to talk to, counselling, legal services, information about police investigation, court services, etc.)

1 2 3 4 5 8 9 (52)

(c) After the incident, I received the help/services I needed.

1 2 3 4 5 8 9 (53)

(d) The police officer(s) who investigated my complaint paid attention to the problems I had as a result of the incident.

1 2 3 4 5 8 9 (54)

(e) It is the responsibility of the police department and other agencies to see to it that crime victims get the services they need.

1 2 3 4 5 8 9 (55)

(f) Based on my experience, I would say the Calgary Police Service is concerned about the needs and problems of crime victims.

1 2 3 4 5 8 9 (56)

(g) Crime victims are responsible for getting the help or services they need after an incident.

1 2 3 4 5 8 9 (57)

GROUP I ONLY

(h) The staff at the Victim Services Unit (PCU) were courteous to me

1 2 3 4 5 8 9 (58)

(i) I was contacted by the Victim Services Unit within a reasonable length of time after the incident.

1 2 3 4 5 8 9 (59)

(j) The Victim Services Unit (PCU) were concerned about my problems/needs.

1 2 3 4 5 8 9 (60)

(INTERVIEWER: ASK TWO CRIME PREVENTION QUESTIONS ON COVER PAGE HERE, THEN SUPPLEMENTS A,B. OR C.TO FINISH, ASK QUESTIONS ON NEXT TWO PAGES (Q20-25)

21. Overall, are you satisfied with the services you received following the incident? Would you say that you are

__1__ Very satisfied

__2__ Somewhat satisfied (61)

__3__ Not satisfied

Can you give me any reasons for feeling that way?

(62-63)

TO CONCLUDE THIS INTERVIEW, I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOURSELF FOR STATISTICAL PURPOSES.

22. Age: (Ask if appropriate)

In what year were you born?

YEAR OF BIRTH _____

(VICTIM AGE) _____

1. Under 16
2. 16 - 18
3. 19 - 24
4. 25 - 34
5. 35 - 44
6. 45 - 54
7. 55 - 64
8. 65 & over

23. In what kind of residence do you presently live?

__1__ Single family residence

__2__ Apartment (low-rise), duplex or other multi-family

__3__ Apartment (large high-rise) (64)

__4__ Rooming house, hotel, etc.

__5__ Trailer

__6__ Other (institution, home, etc.)

24. Are you single, married, widowed, separated or divorced?

___1___ Single
___2___ Married/commonlaw
___3___ Widowed
___4___ Divorced/Separated
___5___ Refused

(65)

25. Which of the following best describes your main activity in the last six months.

___1___ Working at a job
___2___ Looking for work
___3___ A student
___4___ Retired
___5___ A homemaker/housewife
_____ Other

(66)

26. Totalling all sources of income, which of the following groups best represents your total household income for 1981.

less than $10,000
$10,000 - $14,999
$15,000 - $19,999
$20,000 - $24,999
$25,000 - $29,999
$30,000 - $34,999
$35,000 - $39,999
$40,000 - $44,999
$45,000 or Over
Refused
Don't know

(67)

Thank you very much for your co-operation in answering these questions. Your answers will be very useful to us in planning services for crime victims.

INJURY COMPENSATION SUPPLEMENT

CARD 3

(1-9)

ASK ONLY IF VICTIM INJURED IN INCIDENT

A1. Did you suffer any physical injury as a result of the incident?

1 Yes

2 No

INTERVIEWER: Screen for type and severity of injury to determine whether respondent description is same as on report.

A2.a. As a result of the injury, did you suffer any financial loss for which you were not compensated?

1 Yes

2 No ⟶ END SUPPLEMENT

(10)

b. What were the expenses you incurred? c. How much was that?

___	Extra medical expenses (not covered by AHC)	$_____ (11)
___	Dental expenses (Not covered by insurance)	_____ (12)
___	Loss of Wages	_____ (13)
___	Clothing	_____ (14)
___	Other _____	_____ (15)
	TOTAL $	_____

A3.a. (Interviewer: ask only if expenses ≥ $100)
Were you informed about your right to apply for compensation through the Alberta Crimes Compensation Board?

(16)

1 Yes

2 No ⟶ END SUPPLEMENT

8 Inappropriate case (expenses not covered by ACCB)

(17)

b. Did you apply?

1 Yes

2 No ⟶ END SUPPLEMENT

(18)

c. What were the results of this application?

01 No award (applicant ineligible)

02 No award (applicant eligible, but denied award)

03 Too early case under consideration

04 Award of under $100

05 Award of $100 - $199

(19-20)

06 Award of $200 - $299
07 Award of $300 - $499
08 Award of $500 - $999
09 Award of $1000 - $1999
10 Award of $2000 - $2999
11 Award of $3000 and over

(Calculate monthly awards by expected duration)

A4.a. Could you tell me whether you are satisfied with this award? Would you say that you

1 Very satisfied ⟶ GO TO A5
2 Somewhat satisfied
1 Dissatisfied

(21)

b. If not, why not? (Allow respondant to volunteer, then code)

01 Insufficient amount
02 Too long to make award
03 Too much trouble (e.g. too much documentation red tape, forms, bureaucracy, etc.)
04 Board members did not treat applicant fairly, courteously, etc.
05 Other (specify _____)

(22-23)

A5. Do you have any comments to make about your experience in getting compensation?

(24-25)

(26-27)

Interviewed: Ask Respondents if they can remember the date of the application and of the award

Date of Application _____

Date of Award _____

CARD 4

(1-9)

COURT SERVICES SUPPLEMENT

(I understand that some one was charged as a result of this incident)

B1. Can you tell me how you learned of the arrest/charge?

___01___ Victim present when arrest made
___02___ Police officer called victim
___03___ Victim called police dept./officer
___04___ Victim laid a private information
___05___ Victim Assistance Unit, Police Crisis Unit
___06___ Victim learned when subpoened to court (by officer or subpoena)
___07___ Other _____

(10-11)

B2.a. Were you informed when the charged party appeared or was to make his/her appearance in court or how you could get that information?

___1___ Yes
___2___ No ⟶ GO TO QUESTION B3.
___3___ Other _____
___4___ Some of the times

(12)

b. How did you learn about this?

___1___ Victim Assistance Unit/Police Crisis Unit
___2___ Police officer
___3___ Subpoena
___4___ Other

(13)

B3. How important was it that you know about the charges?(Allow respondent to volunteer answer, then code)

___1___ Very important
___2___ Somewhat important
___3___ Not important

(14)

B4.a. Were you informed about the outcome of the case or how you could get that information?

___1___ Yes - confirm by asking the respondent
___2___ No - GO TO QUESTION B5.

(15)

b. How did you learn about this?

___1___ Victim Assistance Unit
___2___ Police officer
___3___ Victim was there
___4___ Crown prosecutor
___5___ Other

(16)

B5.a. After the incident, how important was it to you to know the progress and outcome of your court case?

__1__ Very Important

__2__ Somewhat Important

__3__ Not Important

(17)

b. Do you feel you received enough information about the progress and and outcome of this case?

__1__ Yes

__2__ No

__3__ Other

__9__ Don't Know

(18)

c. If NO, what information would you have liked to have?

_____ _____

_____ (19)

d. Overall, would you say that you were very satisfied, fairly satisfied or not satisfied with the information you received?

__1__ Very satisfied

__2__ Fairly satisfied

__3__ Not satisfied

__4__ Other _____ (specify)

__9__ Don,t Know

(20)

B6. Apart from information about the progress of the case in court, were there any other court services that you would have liked to have? Can you tell me what they are?

_____

_____ (21-22)

_____

88888

(23-27)

B7. Was any of your property taken or damaged in this incident?

1 ___ Yes, taken
2 ___ Yes, damaged
3 ___ Yes, both (28)
4 ___ No ——> END SUPPLEMENT
5 ___ Other

B8.a. What type of property was it (INTERVIEWER: This may be precoded from report. Check with victim to confirm)

_____ (29-30)

b. What was the total value of this property? (INTERVIEWER: Treat as above question) $_____ (31-32)

B9.a. (If value can be established, ask)
Did you know that you could ask the court for restitution from the offender?

1 ___ Yes (33)
2 ___ No

b. Did you attempt to get restitution? 1 ___ Yes 2 ___ No (34)

If NO, why not? _____ (35-36)

——> Go to Question B.11

c. Were you assisted in this? By whom?

2 ___ No
3 ___ Victim Assistance
4 ___ Crown Prosecutor (37)
5 ___ Judge suggested it
6 ___ Defense lawyer suggested it
7 ___ Other _____

B 10. a. Were you awarded restitution? 1 Yes

2 No, accused not guilty — Go to Q. #11

3 No, accused guilty — Go to Q. #11

4 Don't know (38)

b. What was the amount you were awarded? _____

c. Are you satisfied with the amount? (39)

1 Very Satisfied 2 Somewhat satisfied 3 Somewhat satisfied (40)

B 11. a. (You mentioned earlier that some of your property was taken/damaged) Was that property insured?

1 Yes 2 No 3 In part

b. If it wasn't insured, or if you had a deductible clause, what was the amount of your out-of-pocket expenses because of this incident? (41)

01	Under $25	05	$200-299
02	$25-49	06	$300-499
03	$50-99	07	$500-999
04	$100-199	08	$1000-1999 (42-4
99	Don't know	09	Over $2000

B 12. Was the accused party found guilty of this offense?

1 Guilty 2 Not guilty 3 Don't know (44)

(INTERVIEWER: ASK ONLY IF GUILTY, AND IF RESTITUTION NOT ORDERED IN COURT, AND VICTIM REPORTS OUT-OF-POCKET EXPENSES)

B 13. a. Did you know that you could bring a suit before Small Claims Court for any amount under $1000?

1 Yes 2 No 3 Other _____ (specify) (45)

↓

END SUPPLEMENT

b. Did you bring a suit before Small Claims Court?

1 Yes 2 No 3 Other _____ (specify) (46)

↓

END SUPPLEMENT

c. Were you awarded any damages? 1 Yes 2 No 3 Other _____

↓

END SUPPLEMENT (47)

d. If YES, what was the amount? $ _____ (48-

e. If YES, have you received payment? 1 Yes 2 No 3 Too early

4 Other (50)

PROPERTY RETURN SUPPLEMENT

PREAMBLE: Some/all of your property was recovered and returned to you by the Calgary Police Service. May I ask you a few questions about its return to you?

C1. What type of property was it?

a. Type of Property _____ (181-182)

b. Value of Property $_____ (183-184)

C2. Can you tell me how long it was in weeks between the time you were told the property was recovered by the police, and when it was released to you?

__01__ 2 weeks or under
__02__ two to three weeks
__03__ 1 - 2 months
__04__ 3 - 5 months (185-186)
__05__ 6 months or over
__06__ Not returned (victim could not identify)
__07__ Not returned (other reasons)
__08__ Immediate recovery (from police officer/culprit)
__09__ Other _____
__99__ Don't know

C3. After its recovery the CPS, do you feel that there were unnecessary delays in having the property released to you?

__1__ Yes
__2__ No (187)
__3__ Other

C4. Was the property used as evidence (or as an exhibit in court)?

__1__ Yes
__2__ No (188)
__3__ DK

C5. Was the property photographed and returned to you before it was used in court?

__1__ Yes
__2__ No (189)

C6.a. Generally, are satisfied with the service and attention you got in having your property returned to you?

__1__ Very satisfied - - END SUPPLEMENT

__2__ Somewhat satisfied

__3__ Dissatisfied

(190)

b. Can you tell me why you feel that way?

_____

_____

_____

_____

_____

(200-201)

APPENDIX D. POLICE OFFICER QUESTIONNAIRE

TO COMPLETE, PLEASE CHECK ONE RESPONSE OPTION FOR EACH QUESTION, UNLESS OTHERWISE INDICATED.

1. To what degree do you think that the services provided by the Victim/Crisis Unit are known to police officers?

____ Very well known
____ Fairly well known
____ Not very well known
____ Not at all well known

2. Have you ever met or talked to any Victim/Crisis Unit staff?

____ Yes, I have met staff personally
____ I haven't personally met staff, but have talked to them (one) on the phone
____ No, I haven't met or talked to any of them

3. (a) Have you ever seen the V/CU pamphlet? ____Yes ____No ____Don't know

↓ Go to Question #4

(b) Have you ever distributed this pamphlet to crime victims?

____ Yes
____ No
____ Can't recall

4. (a) A roll call training video called "Police Response to Victims" was produced in 1983. It portrayed several scenarios in which crime victims might require some service. Have you seen it?

____ Yes
____ No → Go to Question #5
____ Can't recall → Go to Question #5

(b) How helpful/informative was it?

____ Very
____ Fairly
____ Not very
____ Not at all

(c) As a result of viewing the video, are you likely to use the V/CU?

____ More than previously
____ The same as previously
____ Less than previously
____ Haven't used it and do not intend to
____ Other _____

_____

5. Previous to this questionnaire, did you know that the V/CU uses volunteers to provide services to crime victims?

____ Yes
____ No, I did not know
____ Unsure

6. (a) A roll call training video called "1011's" was also produced in 1983. It portrayed a typical domestic assault. Have you seen it?

___ Yes
___ No → Go to Question #7
___ Can't recall → Go to Question #7

(b) How helpful/informative was it?

___ Very
___ Fairly
___ Not very
___ Not at all

(c) As a result of viewing the video, are you likely to use the V/CU?

___ More than previously
___ The same as previously
___ Less than previously
___ Haven't used it and do not intend to
___ Other _____

_____

7. Have you ever attended a meeting where V/CU staff provided information on the Unit and the services it provides? (e.g. zone days, roll call etc.)

___ Yes ___ No ___ Don't recall

8. If a crime victim asked you about the Unit, do you think you've been provided with enough information to describe it?

___ Yes, I could describe it fully
___ Yes, I could describe it somewhat
___ Not really, I have little information
___ Not at all, I have no information

9. In your opinion, what percentage of crime victims need any of the services provided by the V/CU?

___ 0%
___ 1 - 9%
___ 10 - 19%
___ 20 - 29%
___ 30 - 39%
___ 40 - 49%
___ 50 - 59%
___ 60 - 69%
___ 70 - 79%
___ 80 - 89%
___ 90 - 99%
___ 100%

10. (a) Have you ever advised a crime victim to call the Victim/Crisis Unit?

____ Frequently ____ Sometimes ____ Rarely ____ Never → Go to Question #11

(b) Can you estimate the number of times that you have advised a crime victim to call the V/CU in the past year? _____ times

11. (a) Have you ever asked personnel from the Unit to contact someone whom you felt could use some help?

____ Frequently ____ Sometimes ____ Rarely ____ Never → Go to Question #12

(b) Can you estimate the number of times that you have asked personnel from the Unit to contact someone in the past year? _____ times

12. (a) Have you ever called for a crisis worker to attend at the scene of an incident?

____ Yes ____ No → Go to Question #13

(b) Can you estimate the number of times that you have called for a crisis worker in the past year? _____ times

(c) Overall, do you think that it increased or decreased the amount of time you spent at the scene of the incident?

____ Increased ____ Decreased ____ No effect

(d) Overall, do you think that it increased or decreased the fustration you experienced in dealing with these situations?

____ Increased ____ Decreased ____ No effect

13. Overall, do you think that the use of crisis workers increases or decreases call backs to the same address?

____ Increases ____ Decreases ____ No effect ____ Don't know

14. Generally, do you favor the use of civilian volunteers in this department to deliver victim services?

____ All of the time ____ Most of the time ____ Some of the time ____ Rarely ____ Never

15. Overall, do you feel that the V/CU volunteers are competent to provide non-emergency Victim services?

(CIRCLE ONE NUMBER FROM 1 TO 7, 1 STANDING FOR NOT COMPETENT UP TO 7 STANDING FOR VERY COMPETENT)

1 2 3 4 5 6 7 _____ Don't know

16. (a) Since February 1st of this year, have you distributed the "victim card"? ____ Yes ____ No → Go to Question #16

(b) To approximately what percentage of crime victims have you distributed the card?

____ 0%	____ 50 - 59%
____ 1 - 9%	____ 60 - 69%
____ 10 - 19%	____ 70 - 79%
____ 20 - 29%	____ 80 - 89%
____ 30 - 39%	____ 90 - 99%
____ 40 - 49%	____ 100%

17. In which of the following types of incidents do you think the Victim/Crisis Unit can be helpful to you? (Circle one for each type of incident)

	ALWAYS HELPFUL	SOMETIMES HELPFUL	RARELY HELPFUL	NEVER HELPFUL	DON'T KNOW
Robbery	1	2	3	4	5
Housebreaking	1	2	3	4	5
Sexual Assault	1	2	3	4	5
Theft	1	2	3	4	5
Assault	1	2	3	4	5
Suicide and Attempt	1	2	3	4	5
Damage to Property	1	2	3	4	5
Family Dispute	1	2	3	4	5
Fraud	1	2	3	4	5
Runaway Children	1	2	3	4	5
Injury Accidents	1	2	3	4	5
Domestic Assaults	1	2	3	4	5
Sudden Deaths	1	2	3	4	5
Lost Children	1	2	3	4	5
Any Case Where Charges are Laid	1	2	3	4	5
Other _____	1	2	3	4	5

18. Please read the following statements and indicate whether you agree or disagree with each. (Circle one number for each statement)

The work done by Crisis and Victim Service workers results in ....

	COMPLETELY AGREE	AGREE	UNDECIDED	DISAGREE	COMPLETELY DISAGREE
- good public relations for the police dept	1	2	3	4	5
- reduction in police officer frustration because crisis intervention is available	1	2	3	4	5
- its staff doing things that should be done by a good officer	1	2	3	4	5
- victims being made aware of their legal rights	1	2	3	4	5
- victims receiving unnecessary services	1	2	3	4	5
- saving of police officers' time-at-the-scene	1	2	3	4	5
- disruption in the relationship between police officer and crime victim	1	2	3	4	5
- help to victims to get through a trying time	1	2	3	4	5
- better cooperation from victims, which helps the police investigation	1	2	3	4	5
- extra work for officers as a result of victim inquiries, giving out cards and explaining services	1	2	3	4	5
- improved service to crime victims	1	2	3	4	5
- more efficient police officer time utilization (as officers are relieved of some follow-up work and counselling)	1	2	3	4	5
- interference in the investigation of cases	1	2	3	4	5
- no appreciable difference in services to crime victims in Calgary	1	2	3	4	5
- police officers avoiding their responsibilities and "passing the buck"	1	2	3	4	5
- no important benefits for police officers	1	2	3	4	5

19. (a) Generally speaking, is the Victim/Crisis Unit beneficial to you in your day-to-day operations?

____ Yes ——→ Go to Part (b)

____ No ——→ Go to Part (c)

____ Don't know ——→ Go to Question #20

(b) Can you briefly describe the kinds of benefits?

_____

_____

_____

_____

(c) Please explain.

_____

_____

_____

20. (a) Are there any services that you would like to see the V/CU offer that they are not presently offering?

____ Yes ____ No ——→ Go to Question #21

(b) If "Yes", please list them. _____

_____

_____

21. Generally, do you favor having a Victim/Crisis Unit in the police department?

____ Yes ____ No ____ Unsure ____ Other _____

_____

(Specify)

PLEASE CIRCLE WHERE APPROPRIATE

22. I work out of District ... 1 2 3 4 6 HQ CID SUPPORT

TRAFFIC OTHER (Specify)_____

23. I have been with the Calgary Police Services for

____ Under 2 years

____ 2 to 5 years

____ 6 to 10 years

____ Over 10 years